

8

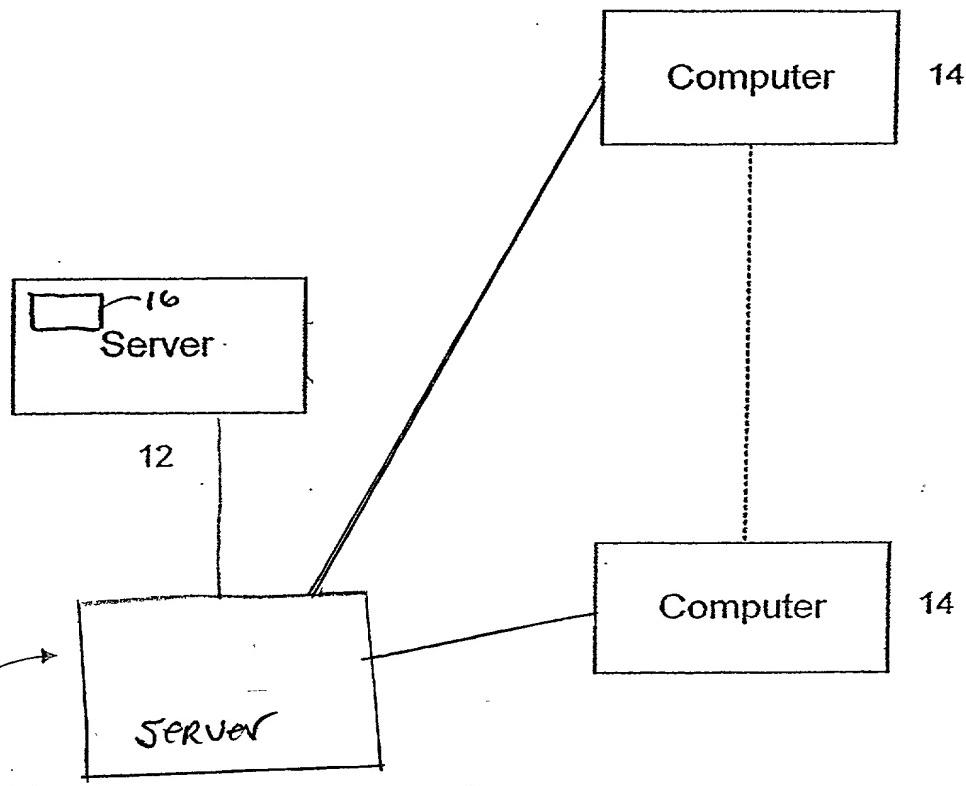


FIG. 1

Fig. 2

Getting into the system

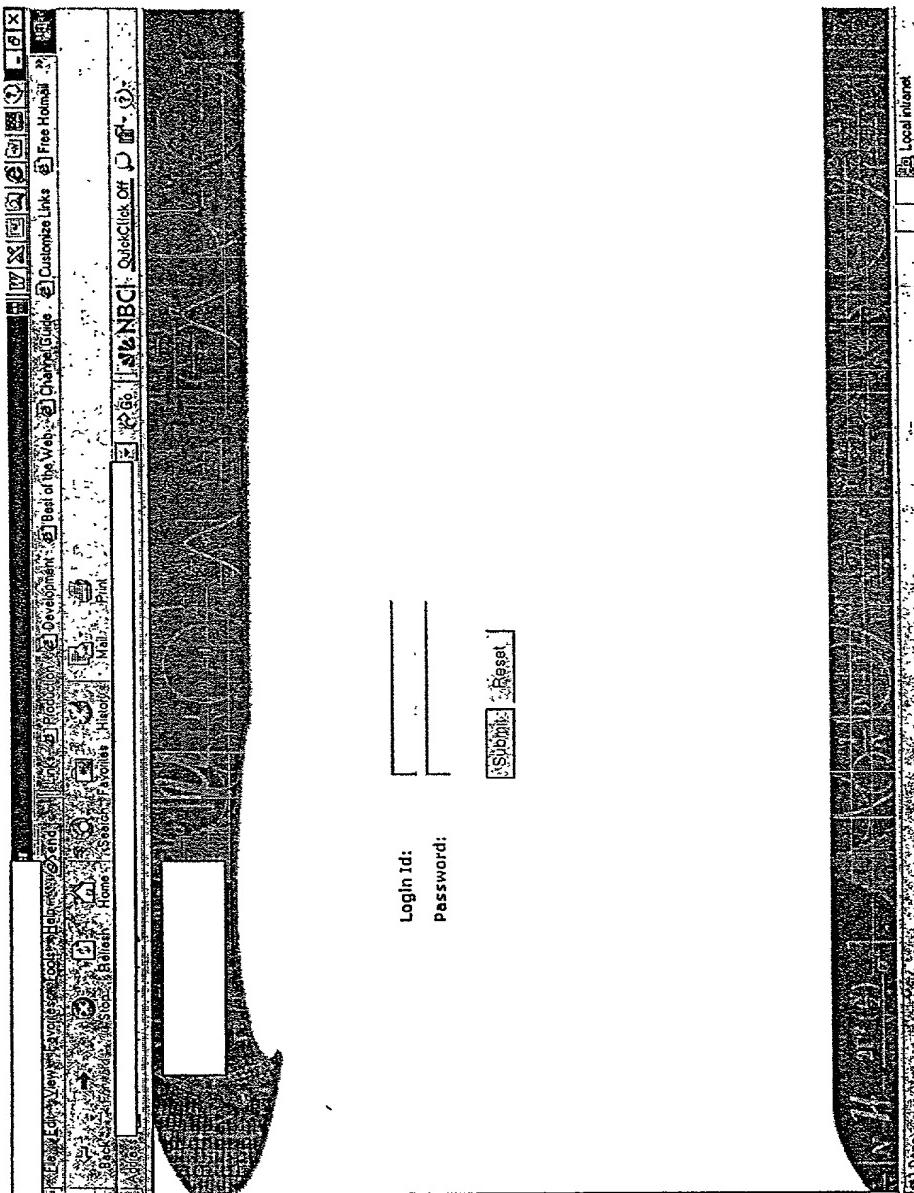


Fig. 3

Creating a Template - 1

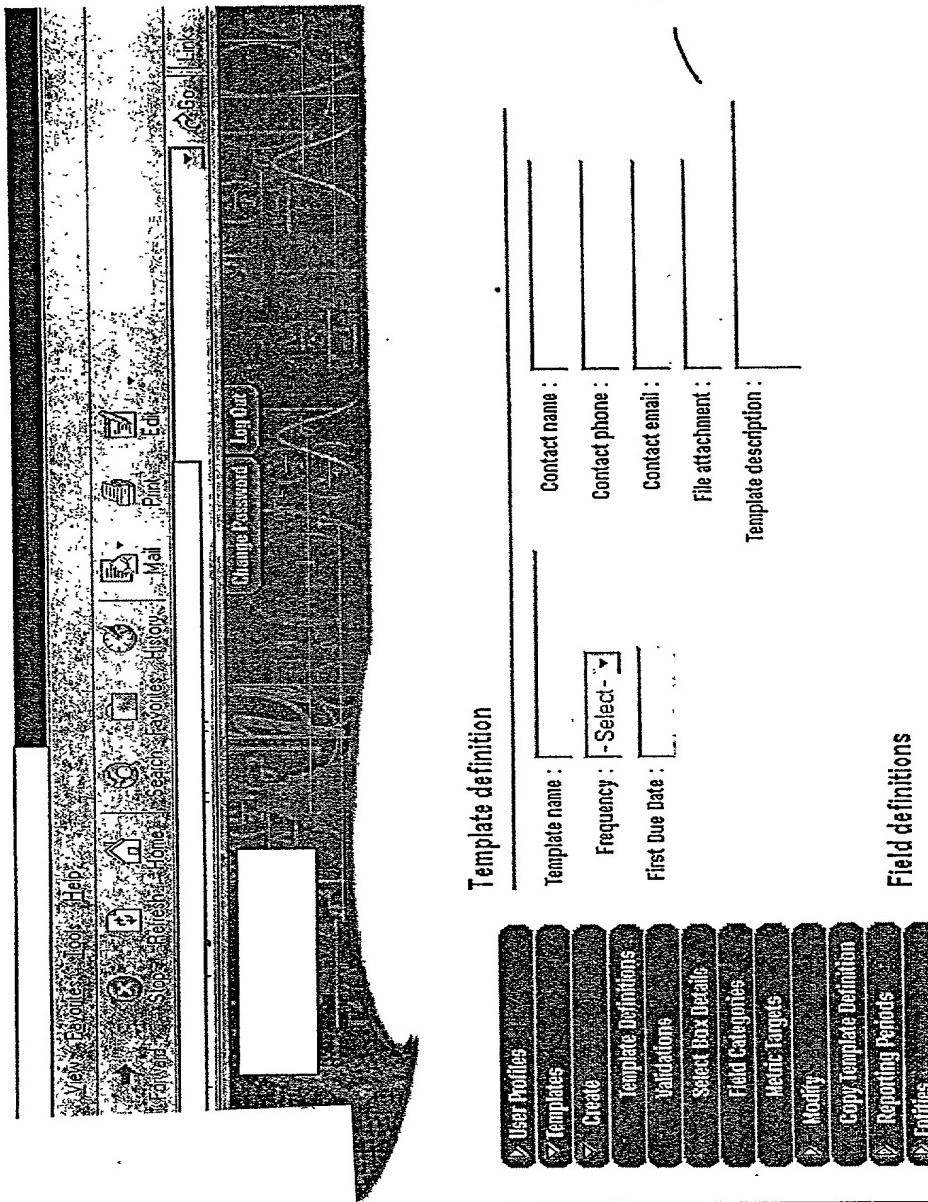


Fig. 4

Creating a Template - 2

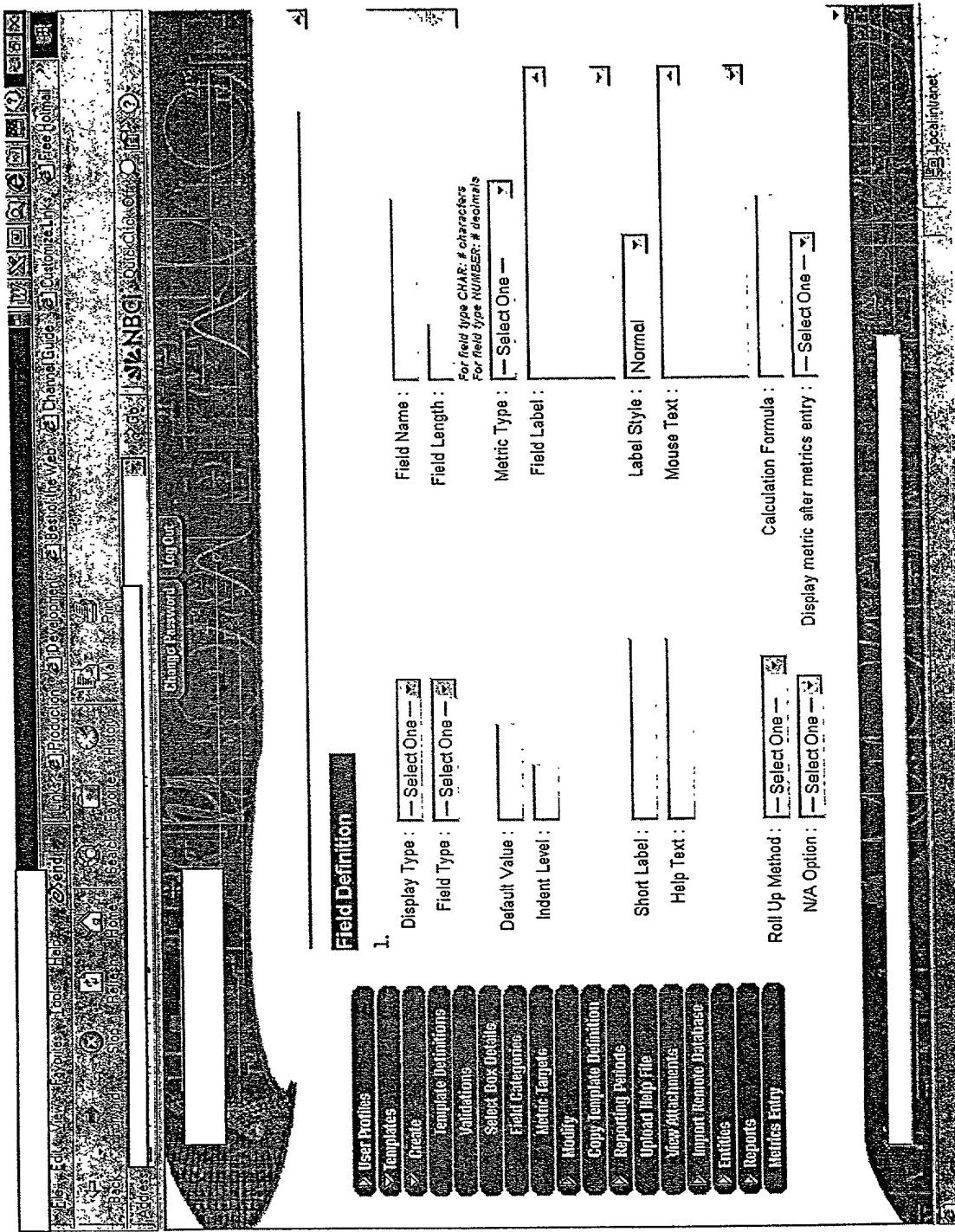


Fig. 5

Template Definitions

Field	Guide	Example
Display Type	This field tells what will show up on the form in what order.	Text: will provide an input box Select box: makes a drop down Header Text: displays a comment on the form Text Area: creates a longer comment type box
FieldName	Individual name used for the field in the database	Ques1
Field Type	Describes what the input will be for the question posed	Char: Text Input Number: Numerical Input Date: Date Input Calculated: Derived from other fields on the form.
Field Length	Only valid for text input. You can limit the length.	
Default Value	The value that will show up before there is an entry	
Metric Type	What is the class of Metrics	Number, Percentage, Reverse Percentage
Indent Level	Used for formatting. Each number is 4 characters.	
Field Label	What will display on the input form?	Enter number of days late:
Short Label	This is something that could be on a report	Days Late
Label Style	For formatting	Normal <i>Italic</i> , Bold
Help Text	This will display in the bottom white box, character space is limited to that size.	Enter the total number of complete days
Mouse Text	This allows for hundred of characters. Longer descriptions should go here	This is calculated as the day the actual delivery was made – the day that it was due.
Roll up Method	Not valid for all. If you are rolling it up, how will you do it?	Sum, Average, Max, Weighted Average
Calculation Formula	If the field is based on other fields in the form use this line to show that calculation	Field1*Field2
Category	If you want your metric grouped with another, click on your category that you have created.	Spreadsheets
Display Metric	Yes or no. This is used to distinguish between actual tracked metrics and not.	

Validation

Fig. 6

Add Validations

Template : Tester metrics

Fields : [combobox]

Condition	Message	Proceed
— Select one — <input type="button" value="▼"/>	<input type="text"/>	<input type="button" value="Yes ▾"/>
— Select one — <input type="button" value="▼"/>	<input type="text"/>	<input type="button" value="Yes ▾"/>
— Select one — <input type="button" value="▼"/>	<input type="text"/>	<input type="button" value="Yes ▾"/>
— Select one — <input type="button" value="▼"/>	<input type="text"/>	<input type="button" value="Yes ▾"/>
— Select one — <input type="button" value="▼"/>	<input type="text"/>	<input type="button" value="Yes ▾"/>

User Profiles
Templates **Create**
Template Definitions
Validate
Select Day Details
Field Requirements
Mobile Targets
Modify
Copy Template Definition
Reporting Periods
Entities
Reports
Metric Entry

Fig. 7

Select Box Details

Templates Create Select Box

Template Name : testjoe
Field Name : noises

Value 1: buzz
Value 2: Whir
Value 3: Bing
Value 4: Bang

Select Text:

Submit Reset

User Profiles
Templates
Create
Template Definition
Validations
Select Box Details
Field Categories
Delete Template
Modify
Copy Template Definition
Rendering Details
Upload Help File
Image Attachment
Entities
Repairs
Metrics Entry

W

Fig. 8

Adding Metric Targets

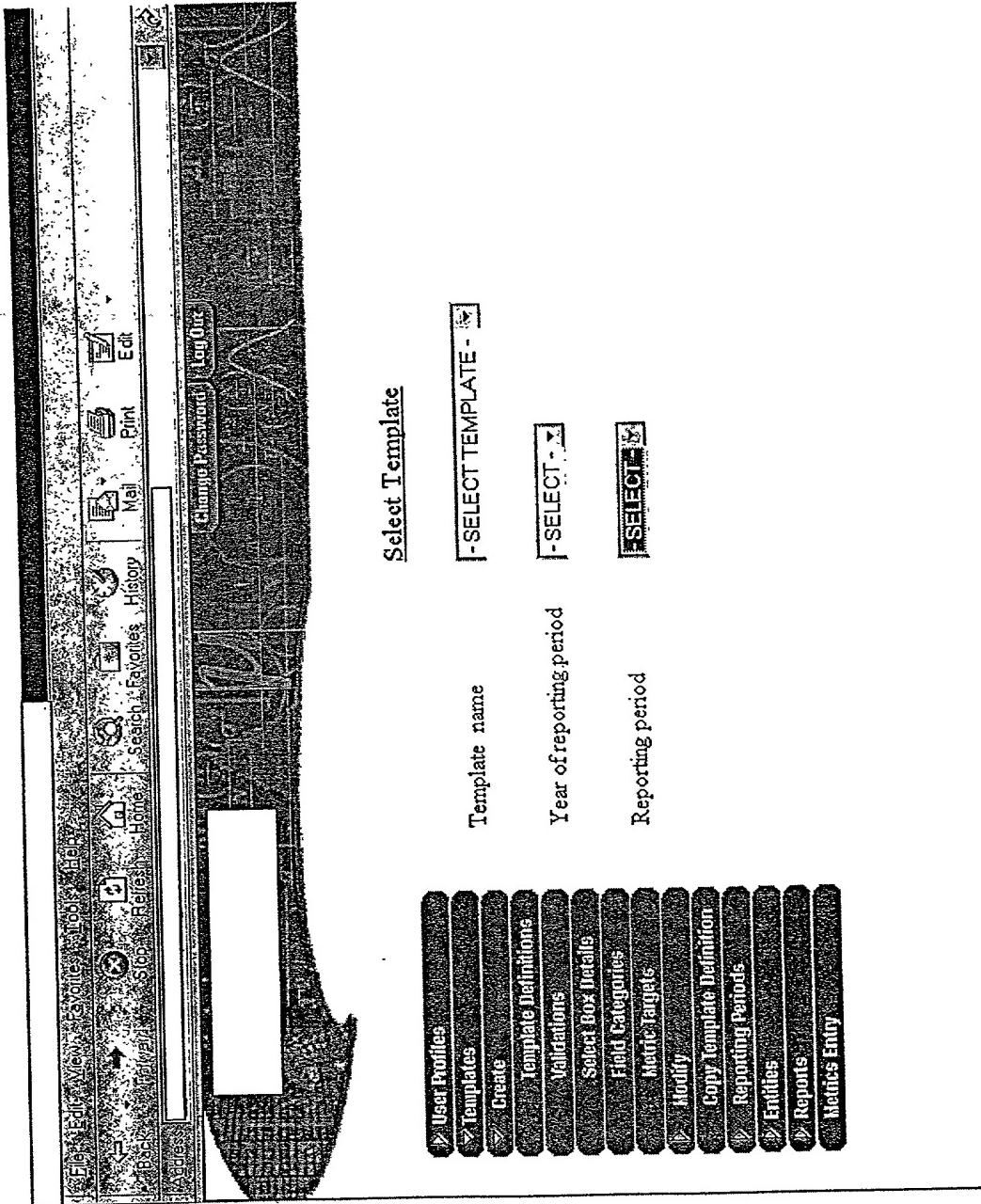


Fig. 9

Adding Metric Targets cont.

Metric targets entry/modification

Template name :	Monthly				
Frequency :	Monthly				
Report Month :	Jan 2000				
Field order	Field Name	Weight	Green Level	Yellow Level	Red
1	users_supported	17	>	12	>=
2	number_of_calls	16565	<	1	>
4	speed_yield	10	=	34	>=
5	speed_median	12	=	12	>
6	speed_span	Select	=	Select	Select
7	abandoned_rate	36456	>	0	>=
8	resolved_on_first_c	Select	=	Select	Select
10	critical_yield	3	=	0	<

Fig. 10

Create Field Categories

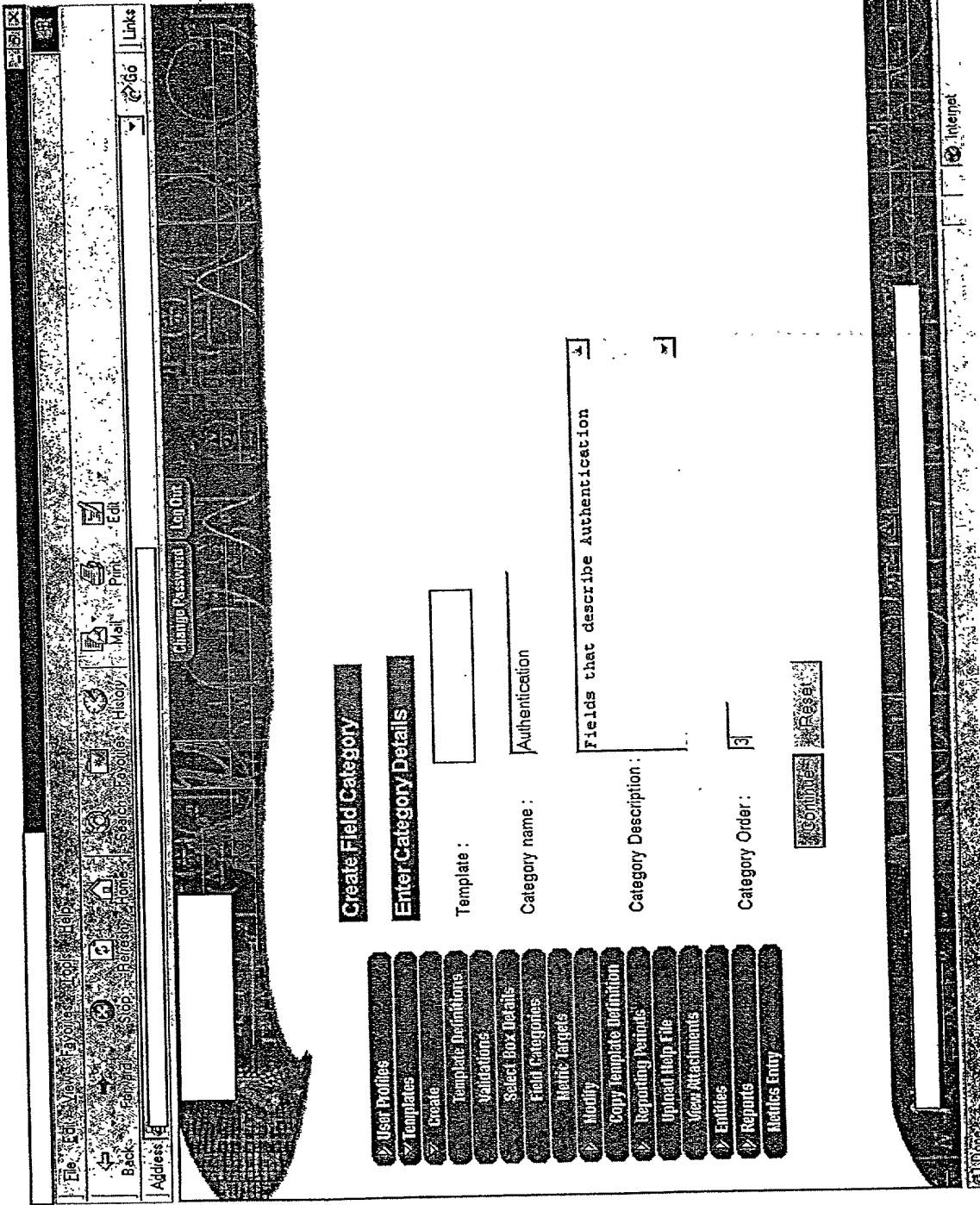


Fig. 11

Modify Template

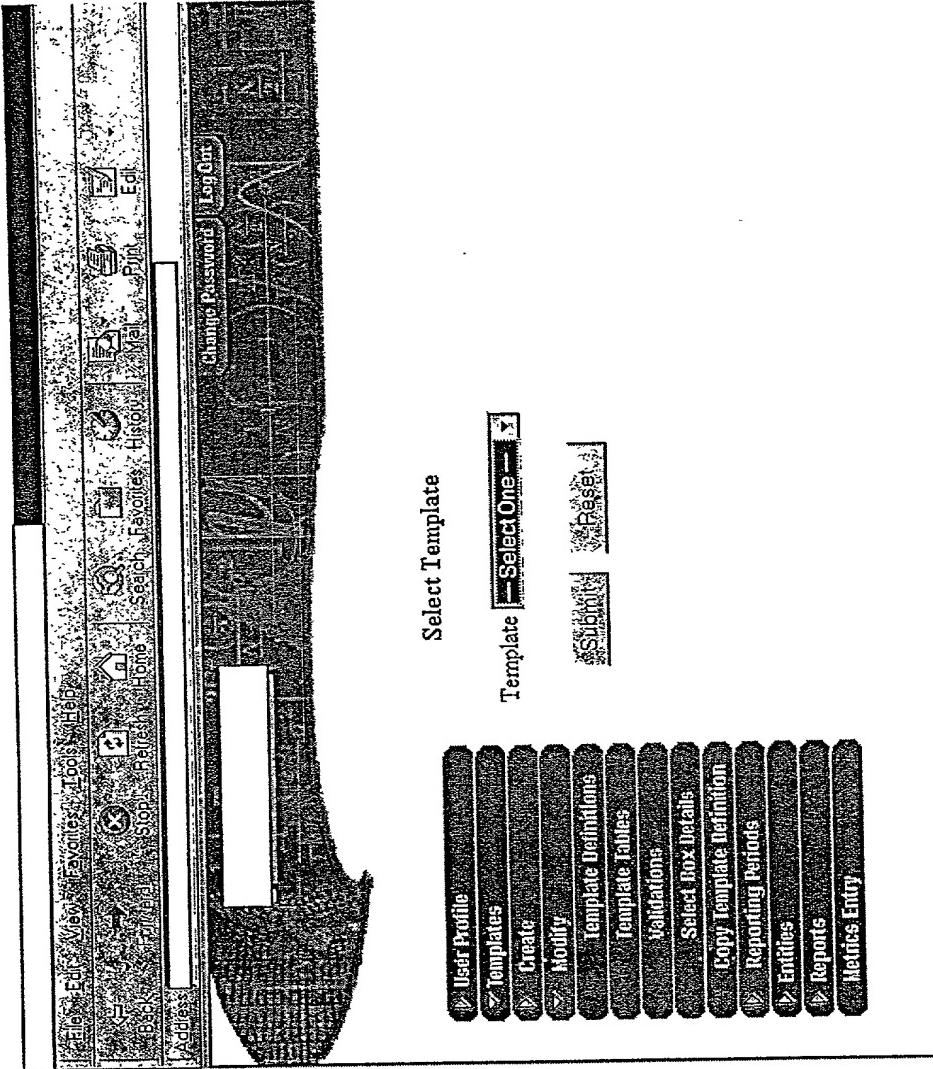


Fig. 12

Modify Template Table

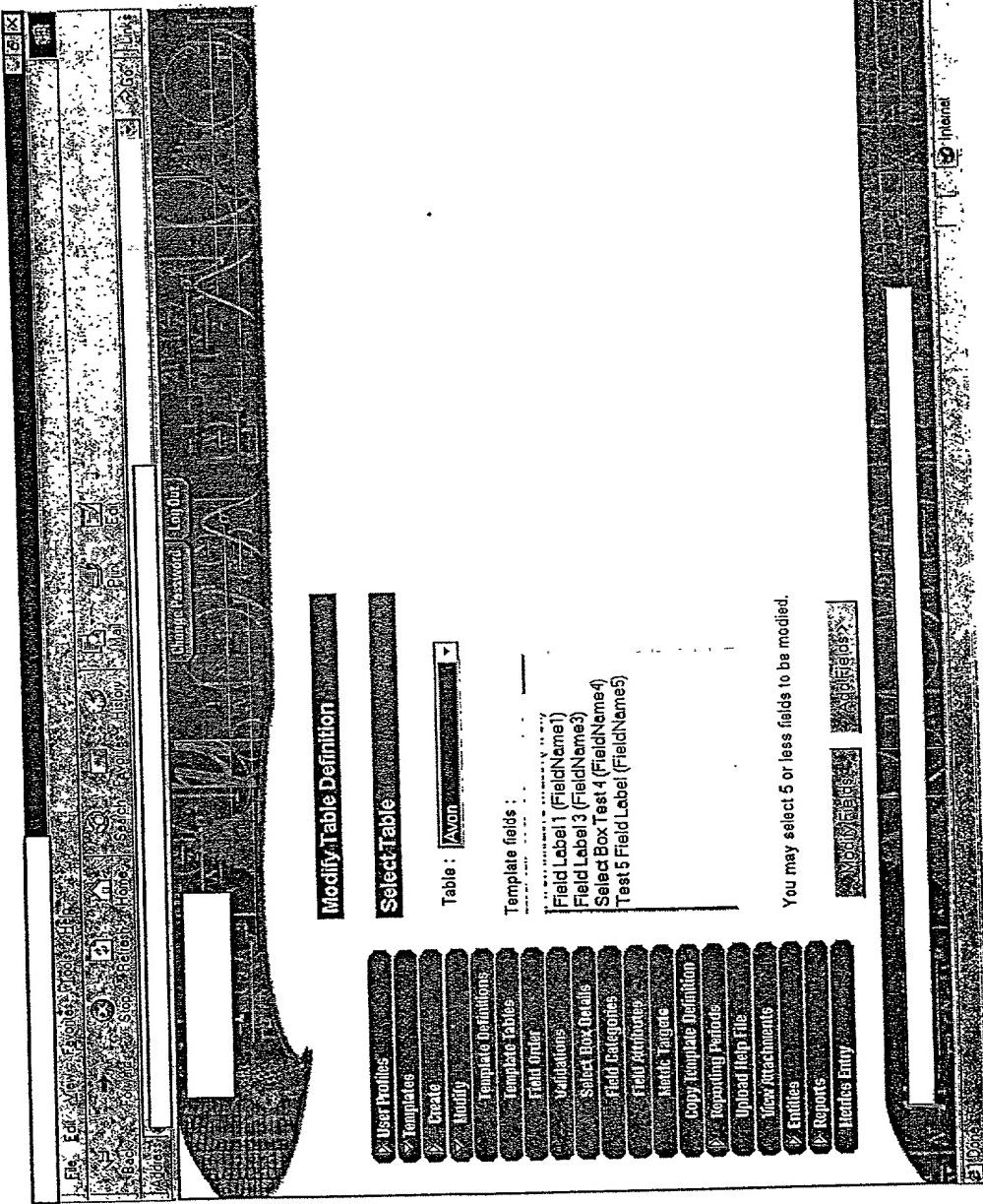
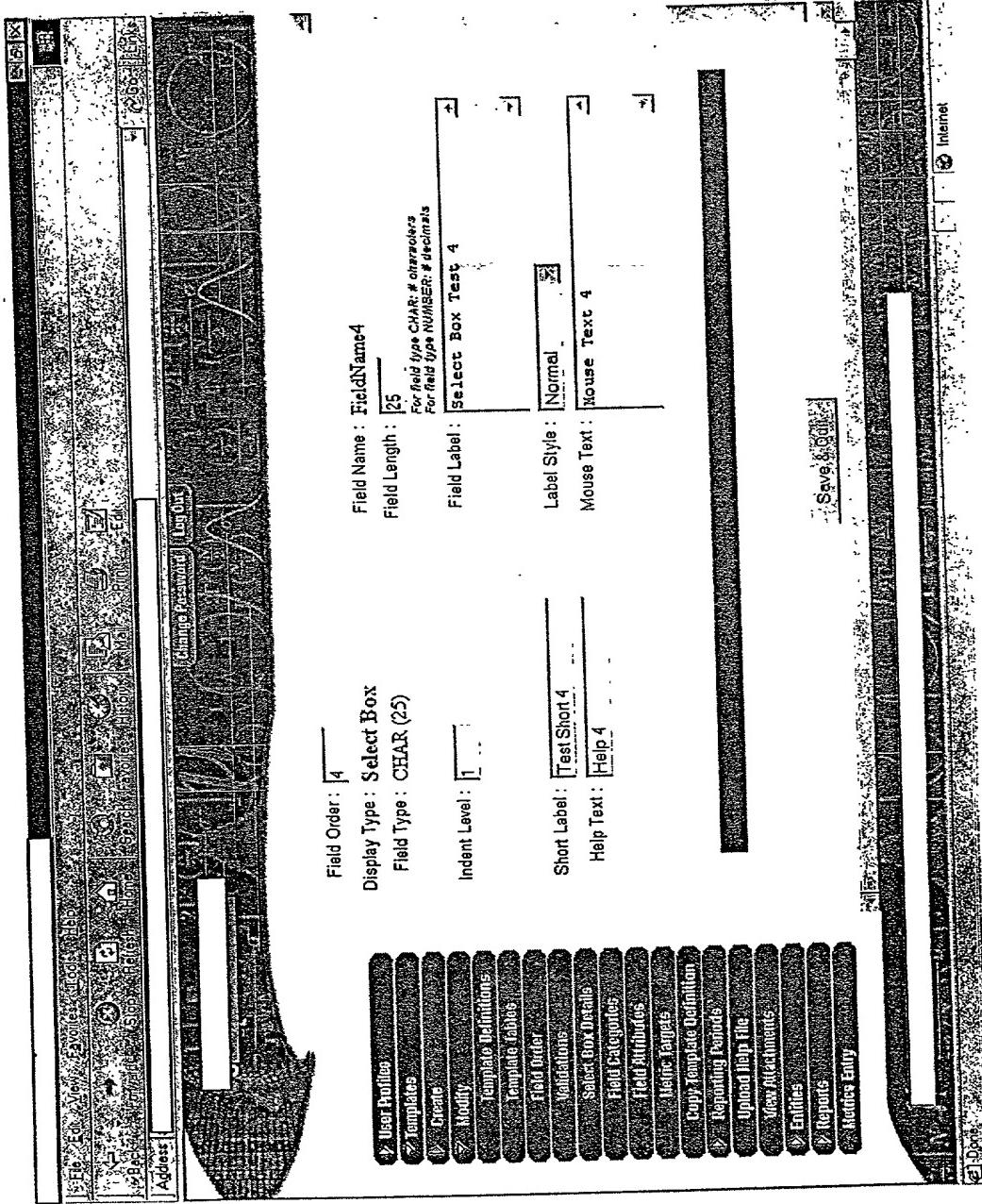


Fig. 13

Modifying The Template



Changing Field Order

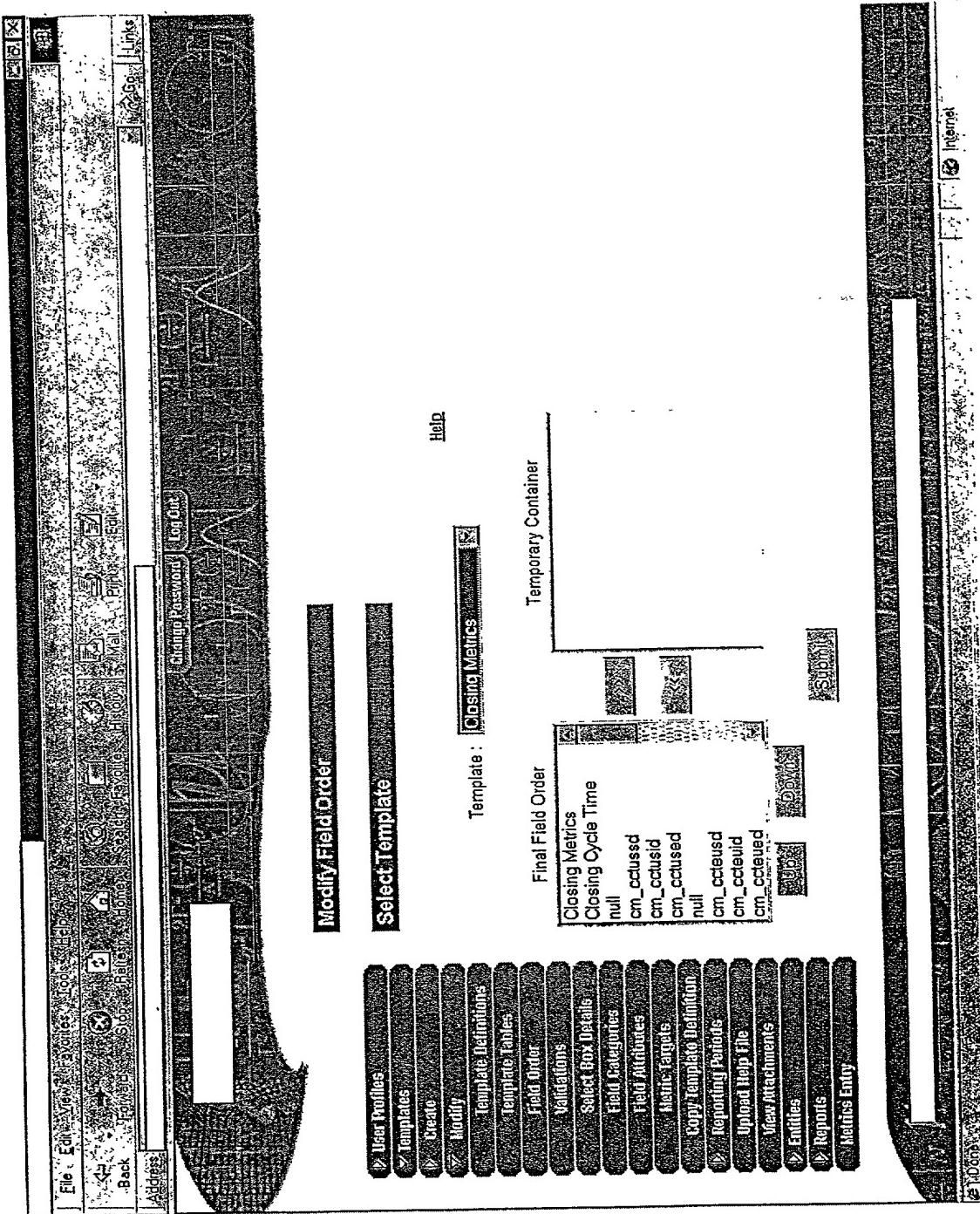
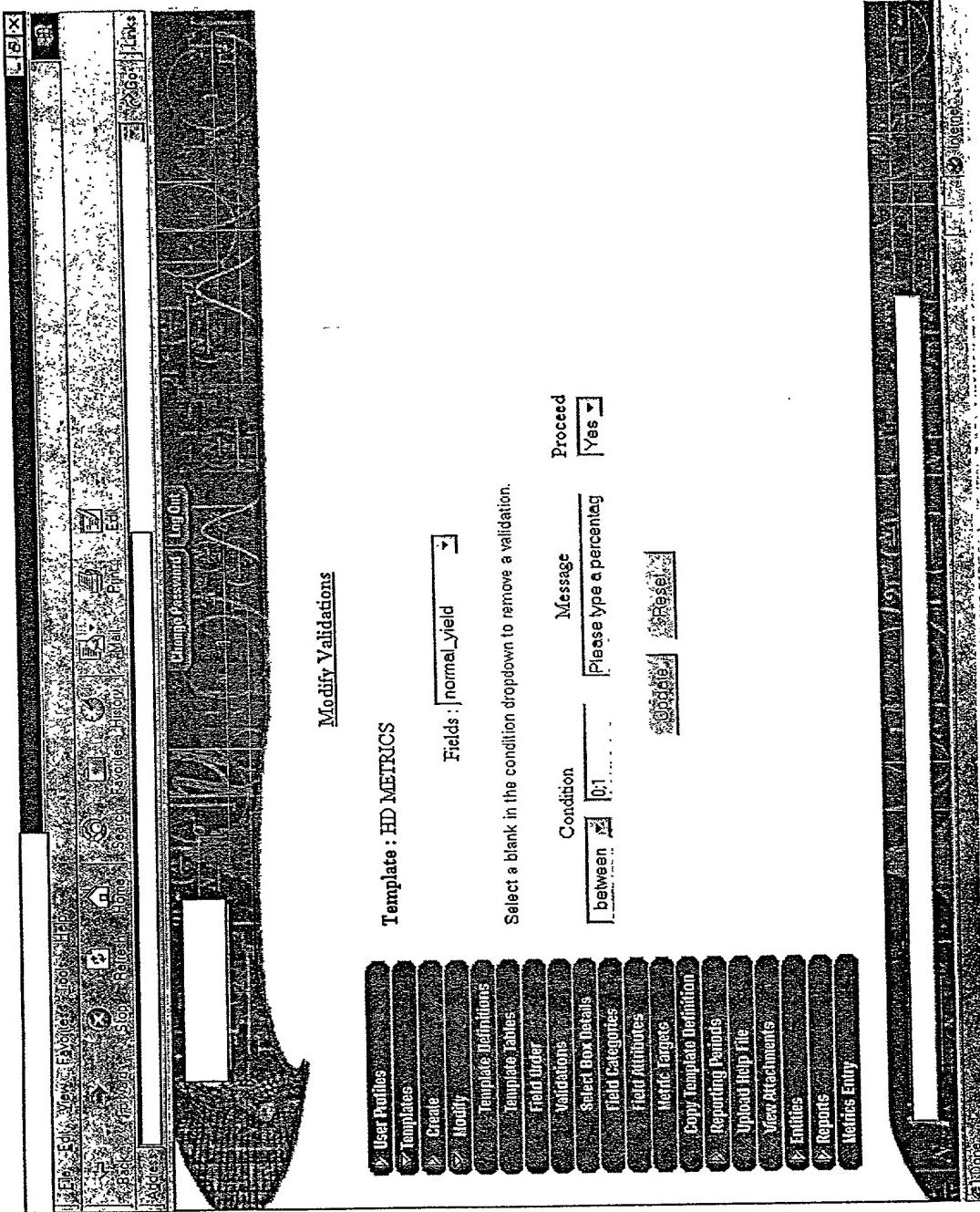


Fig. 14

Modify Validations

Fig. 15



Modify Select Box

Fig. 16

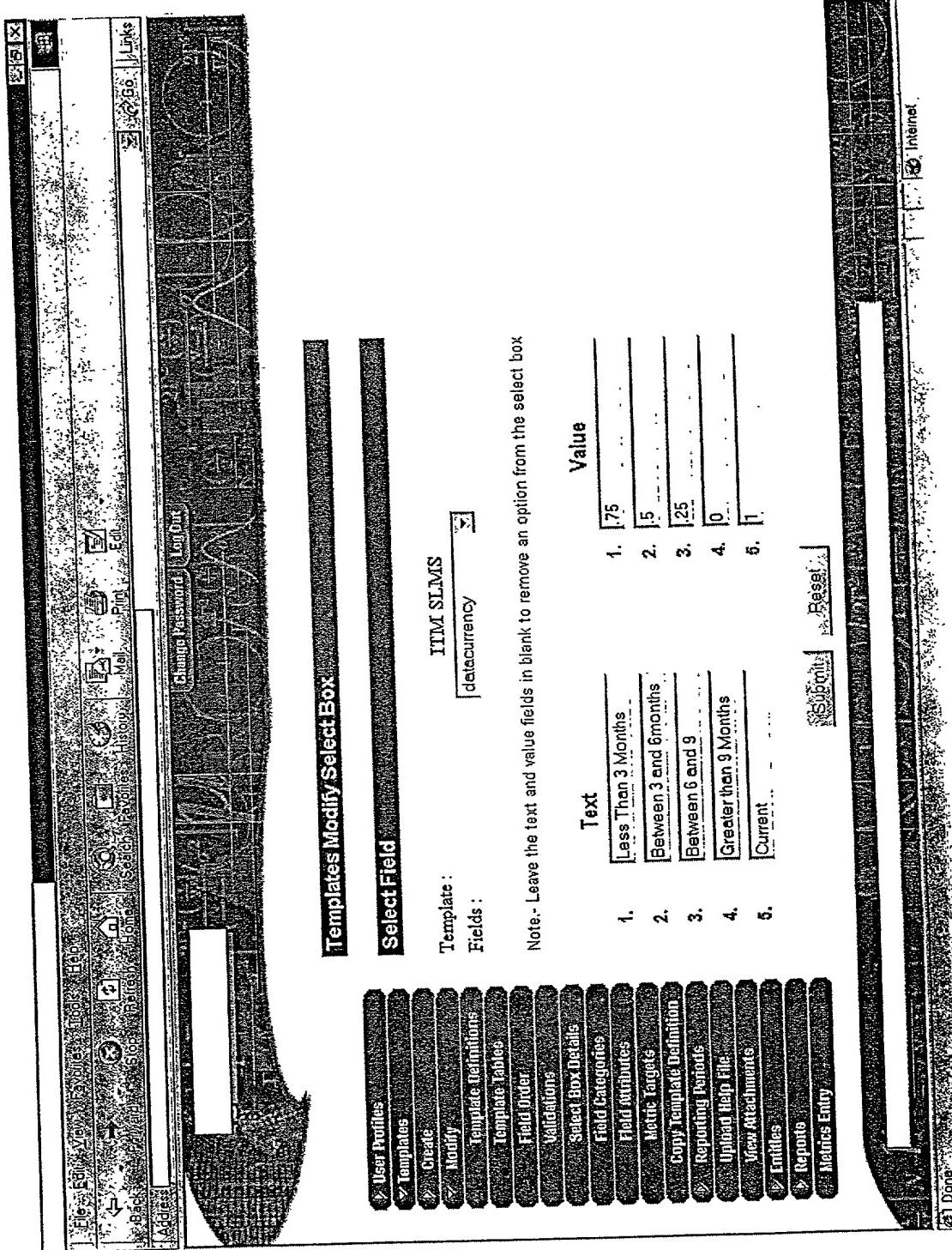
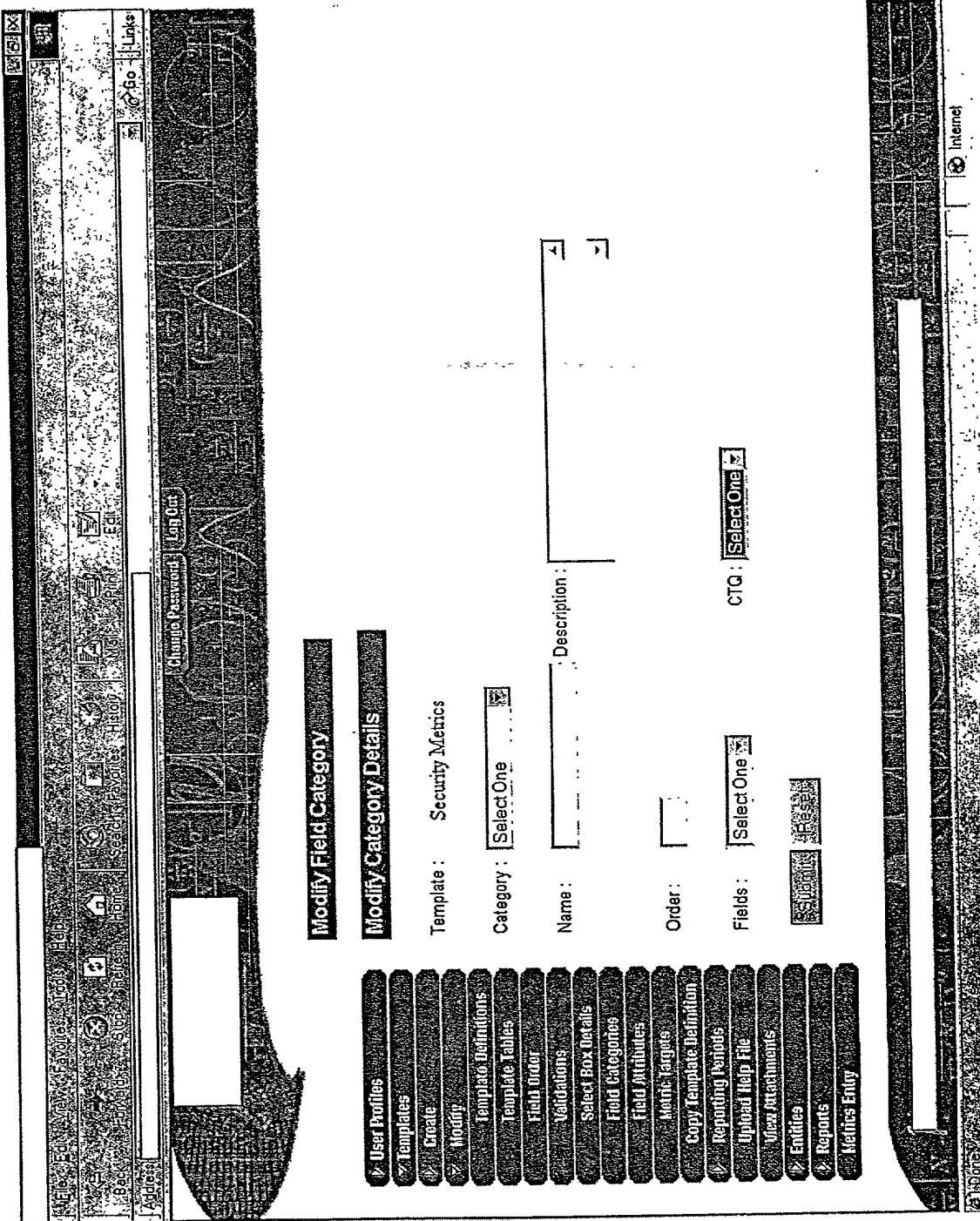


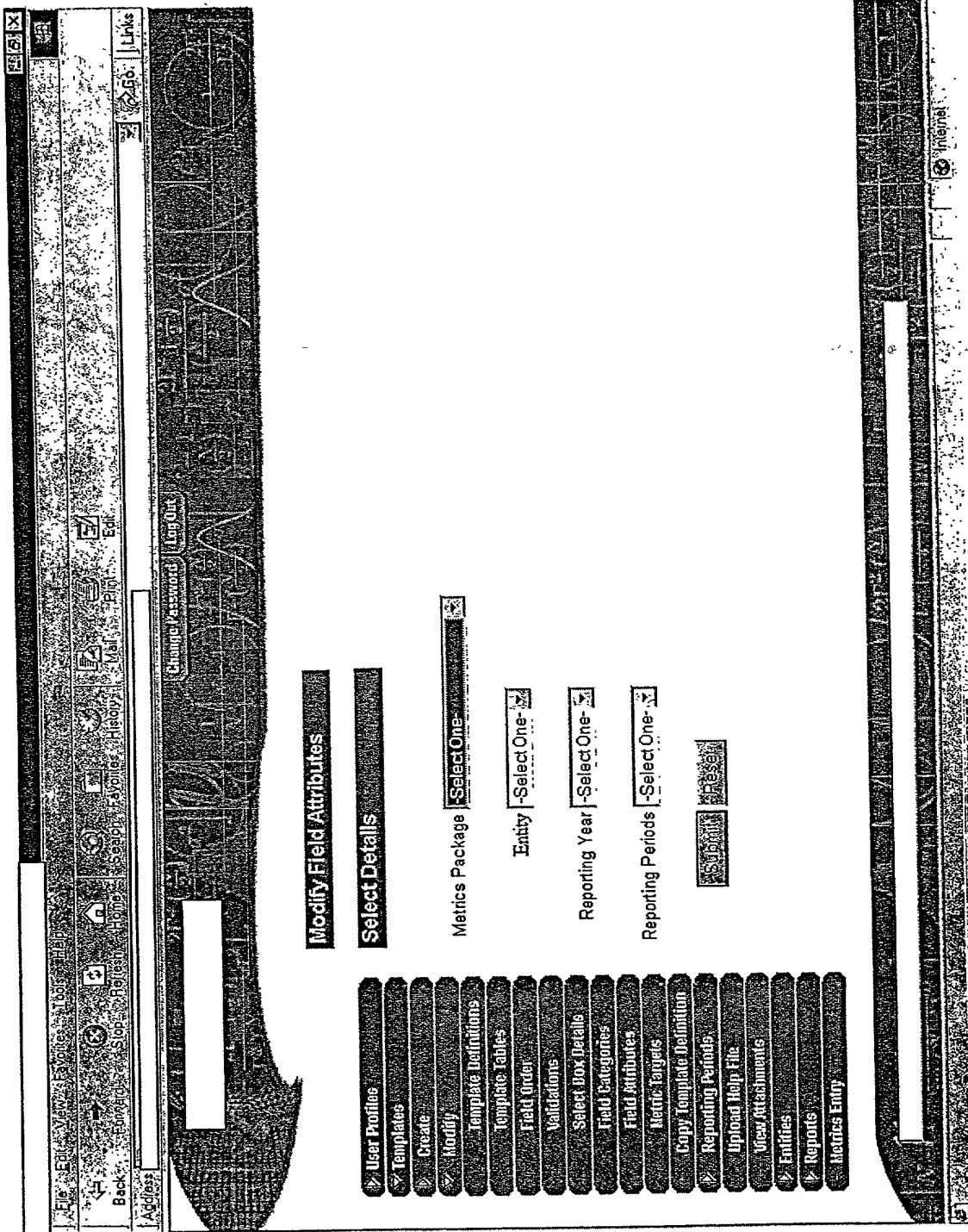
Fig. 17

Modify Field Categories



Modify Field Attributes

Fig. 18



Modify Field Attributes

Fig. 19

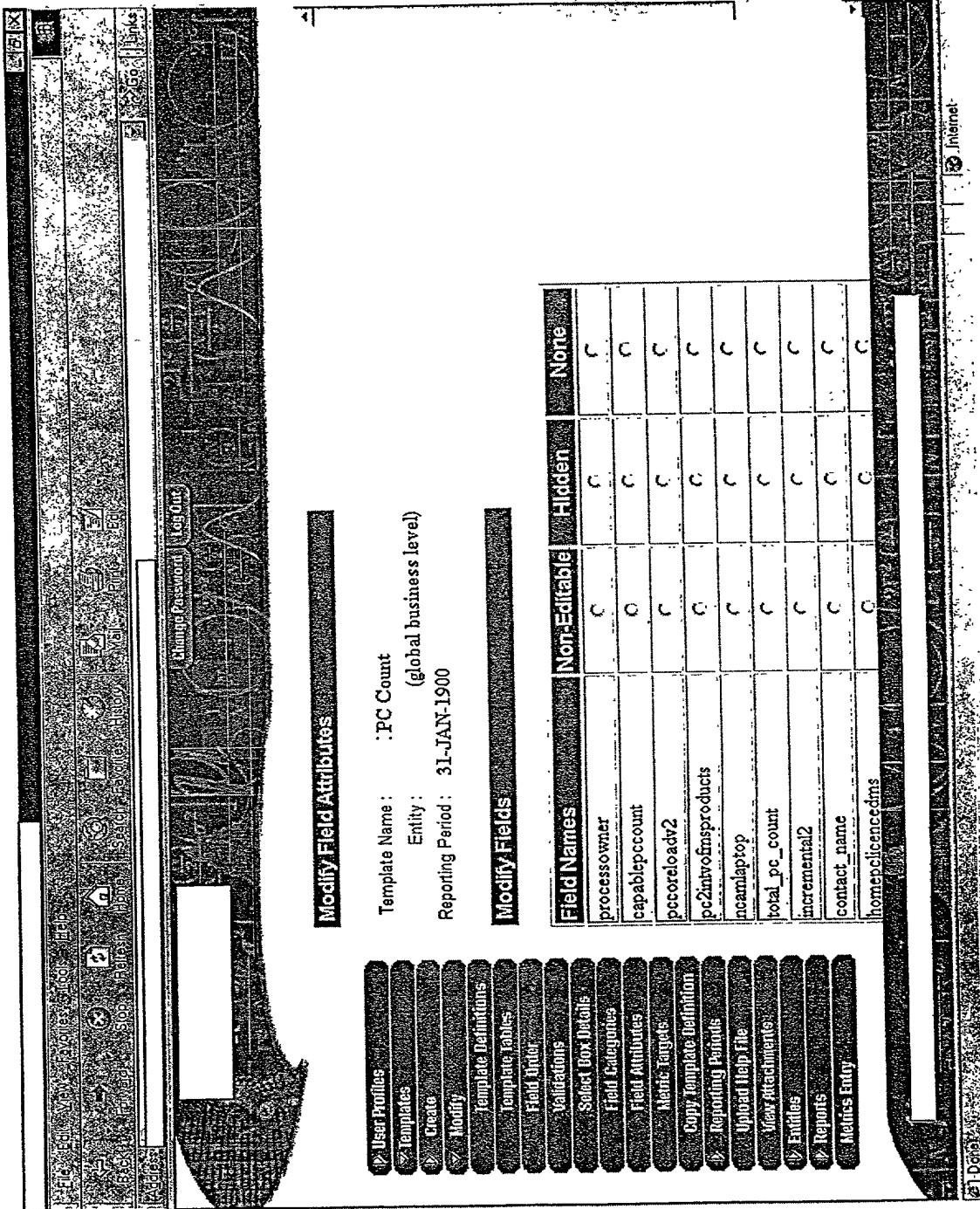


Fig. 20

Copy Template Definition

The screenshot shows a software interface with a central dialog box titled "Copy Template Definition". The dialog contains four input fields: "Template name" (with a dropdown menu "Select one"), "Frequency" (with a dropdown menu "Select one"), "Starting period" (with a dropdown menu "Select one"), and "Copy from" (with a dropdown menu "Select one"). Below the dialog is a horizontal navigation bar with several items: "User Profiles", "Templates" (which is the selected item, highlighted in blue), "Create", "Modify", "Copy Template Definition" (with a sub-menu "Reporting Periods" visible), "Reporting Periods", "Upload Help File", "View Attachments", "Entities", "Reports", and "Metrics Entry". On the far right of the screen, there is a vertical toolbar with icons for "File", "Edit", "View", "Tools", "Help", and "Internet".

Copy Template Definition

Template name :

Frequency : - Select one -

Starting period : - Select one -

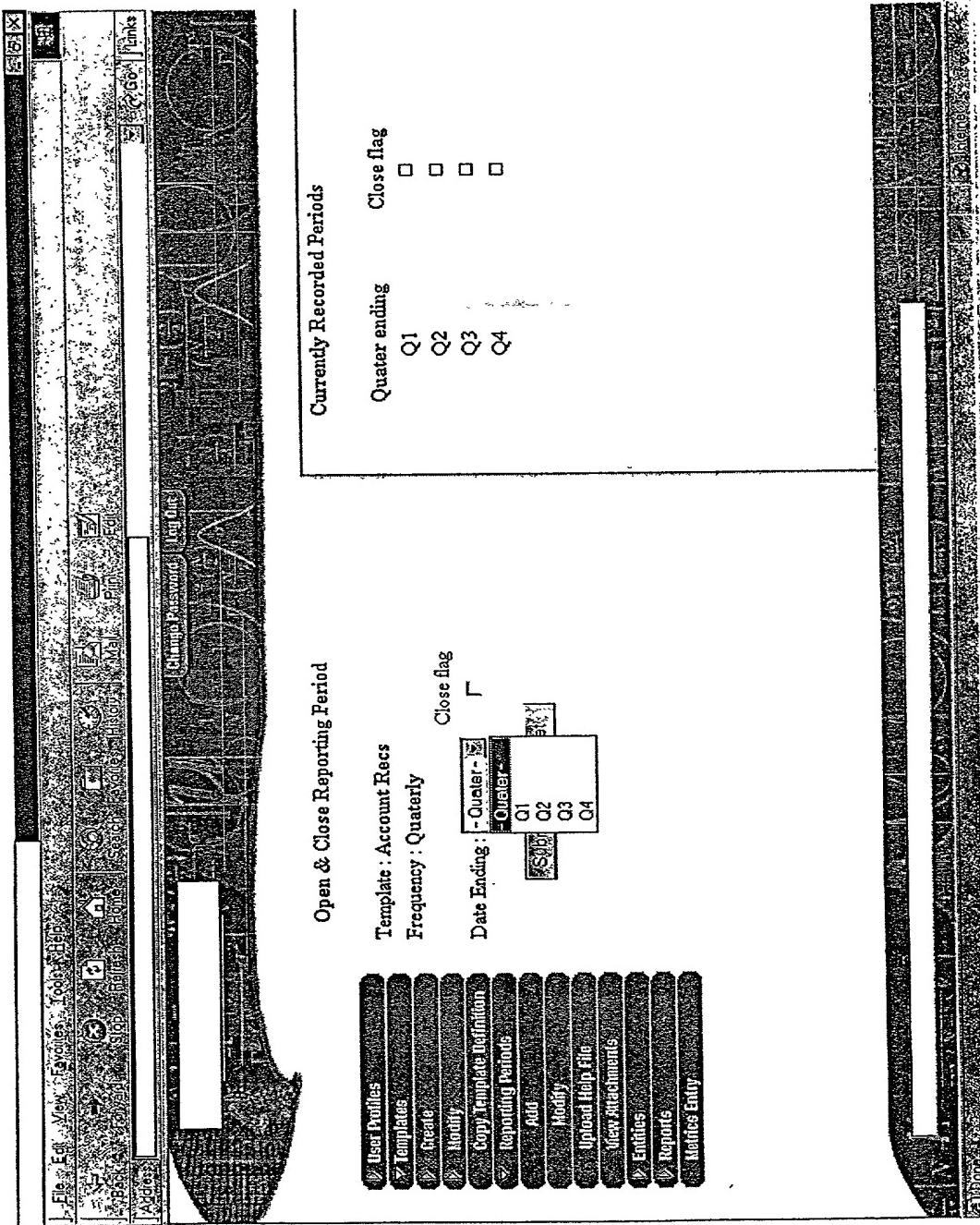
Copy from : - Select one -

User Profiles
Templates **Templates** Create Modify Copy Template Definition Reporting Periods Reporting Periods Upload Help File View Attachments Entities Reports Metrics Entry

File Edit View Tools Help Internet

Reporting Periods

Fig. 21



Upload Help File

Fig. 22

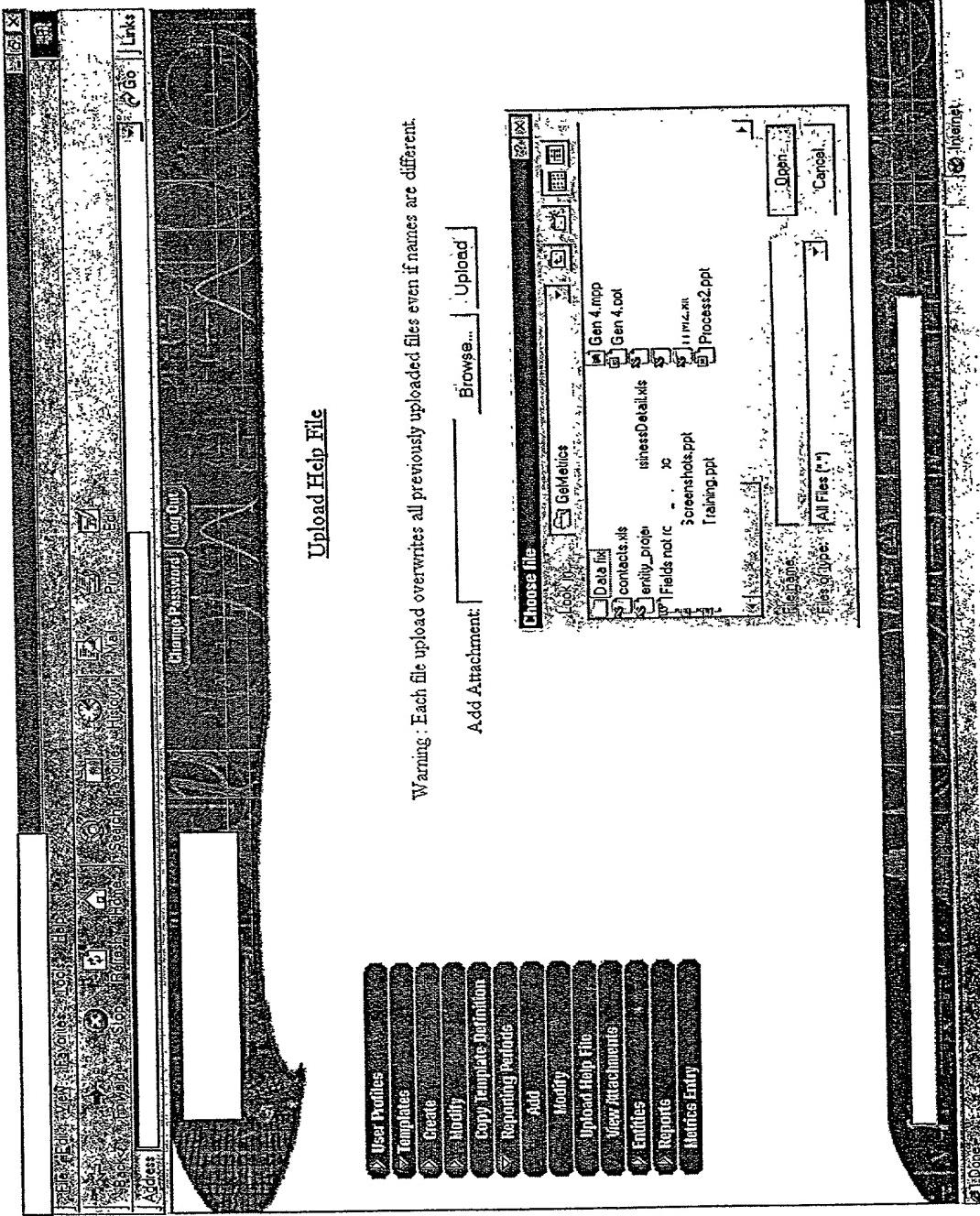


Fig. 23

View Uploaded Files

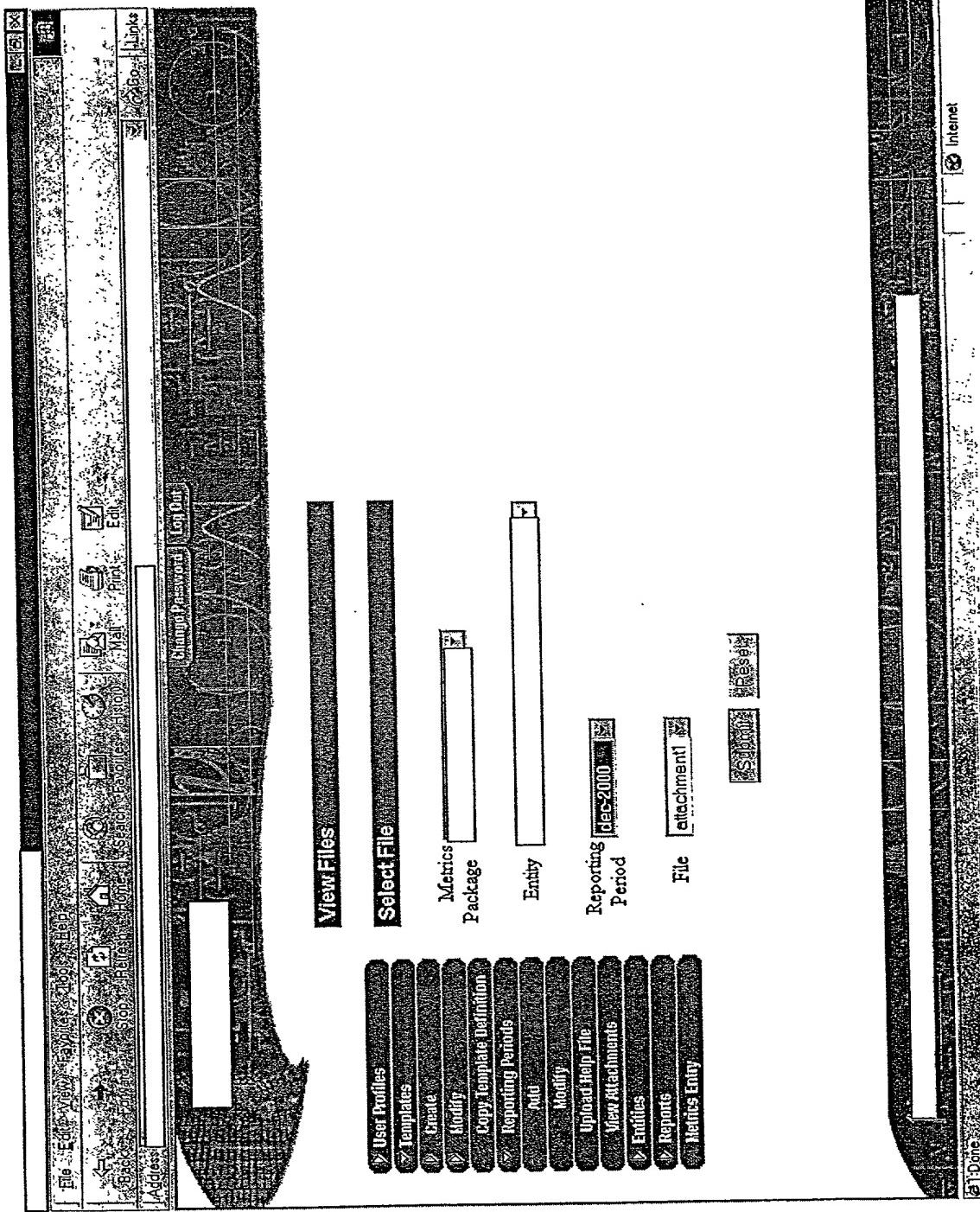


Fig. 24

Adding Entities to your Template

Example:

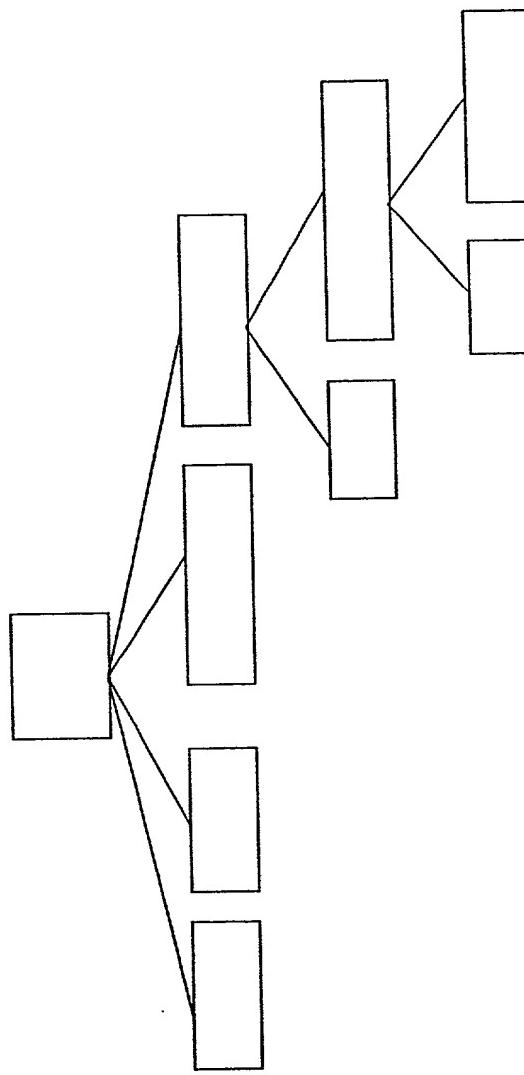


Fig. 25

Creating new Entities

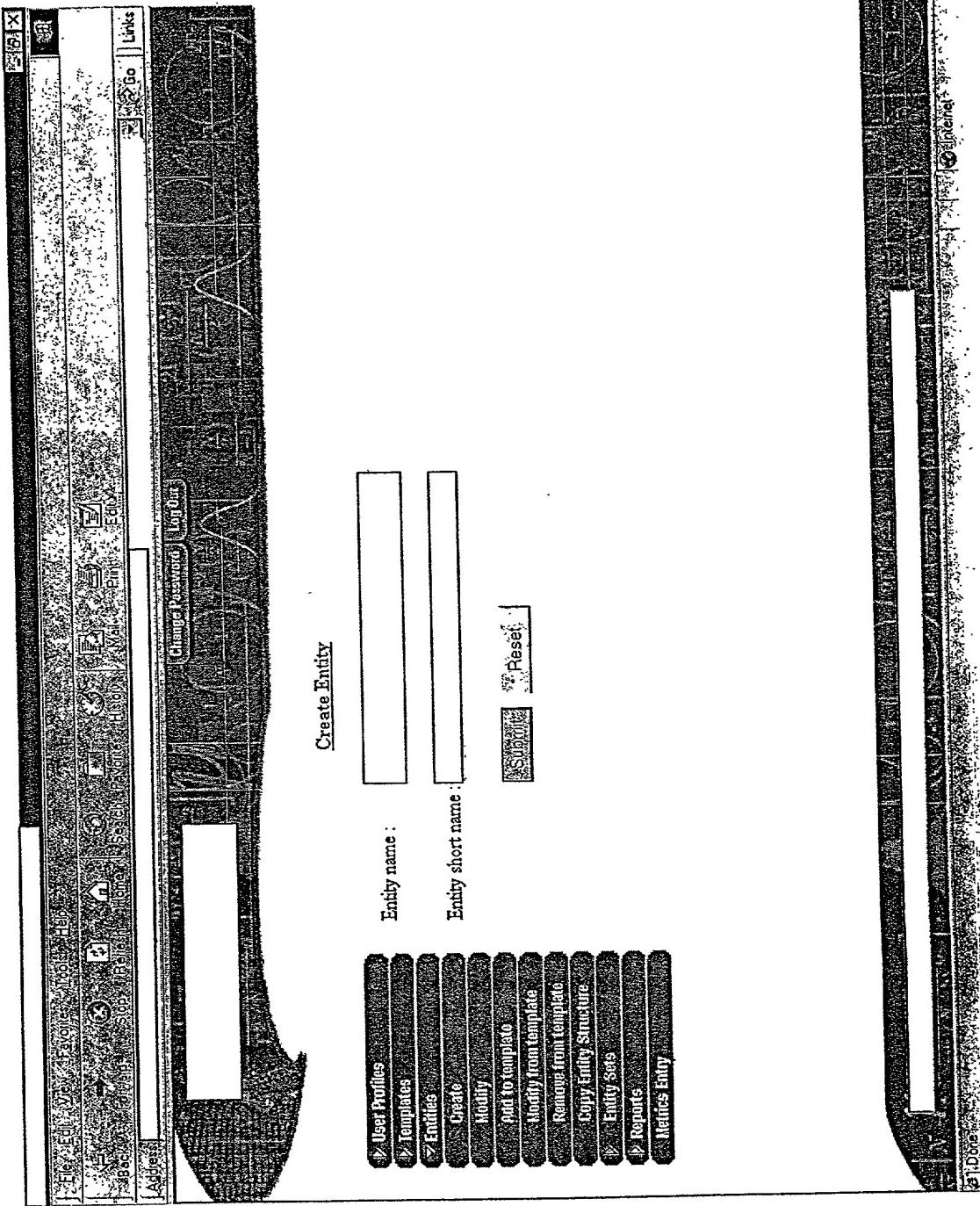


Fig. 26

Adding Entities to the Template

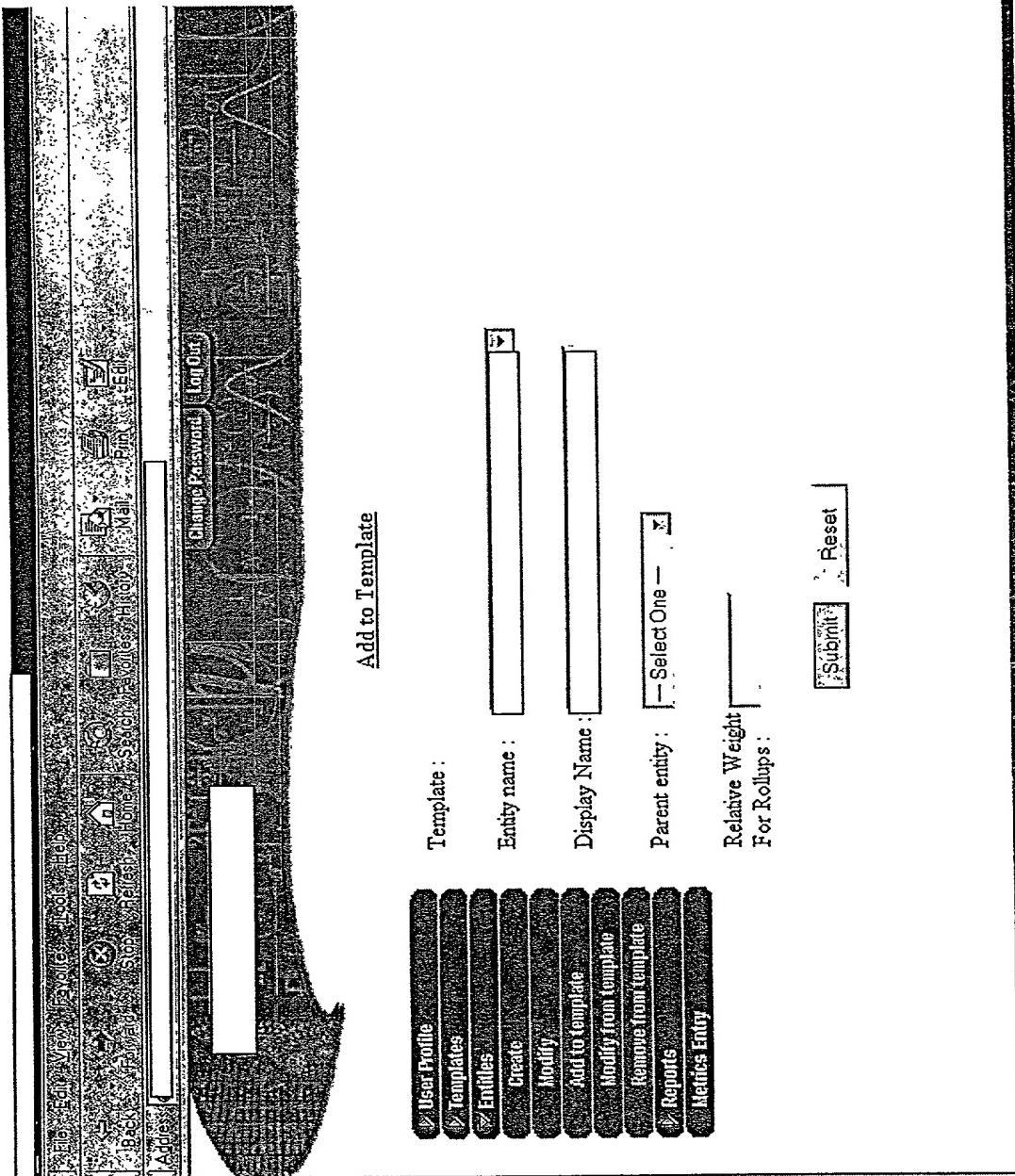
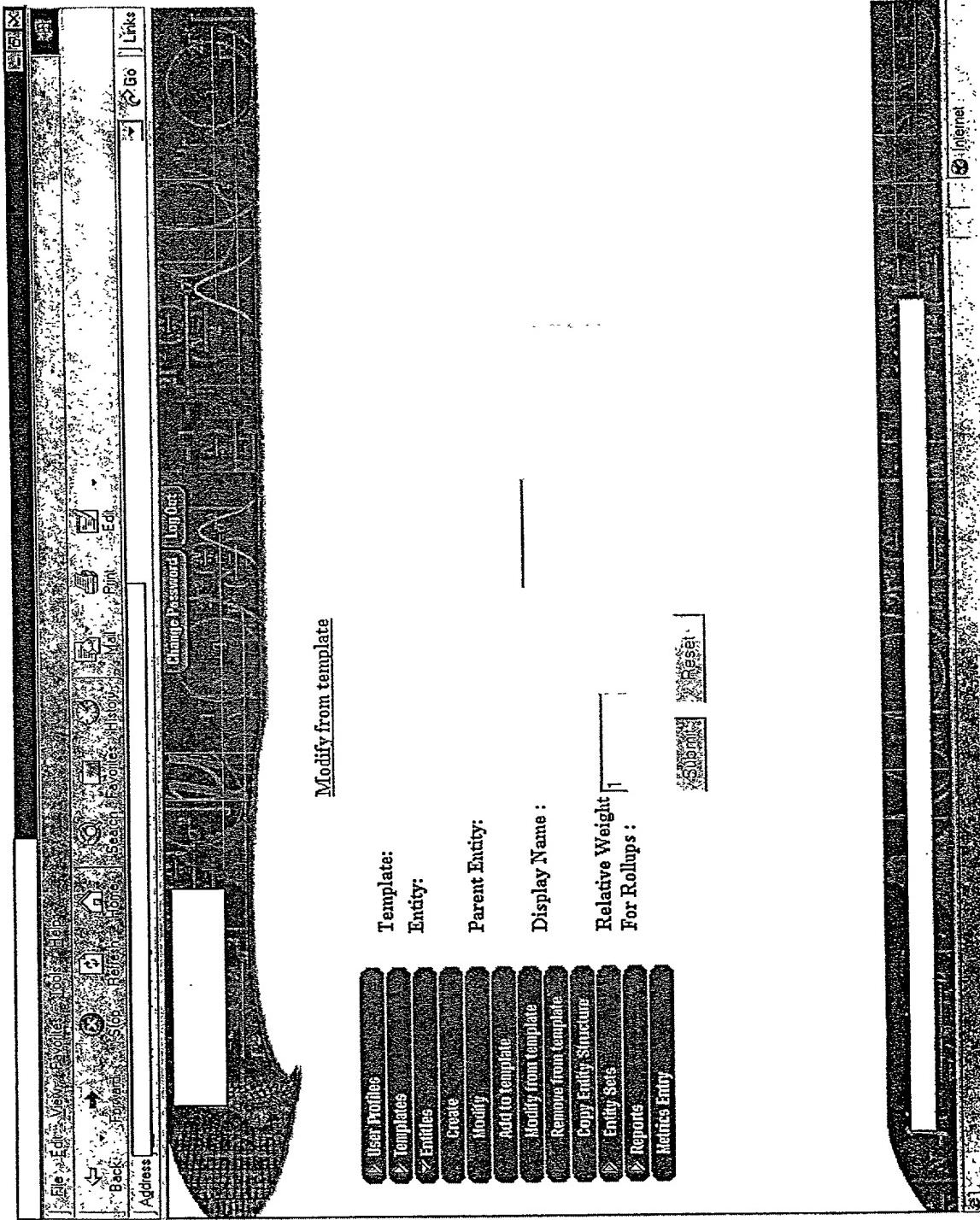


Fig. 27

Modify from Template



Remove from Template

Fig. 28

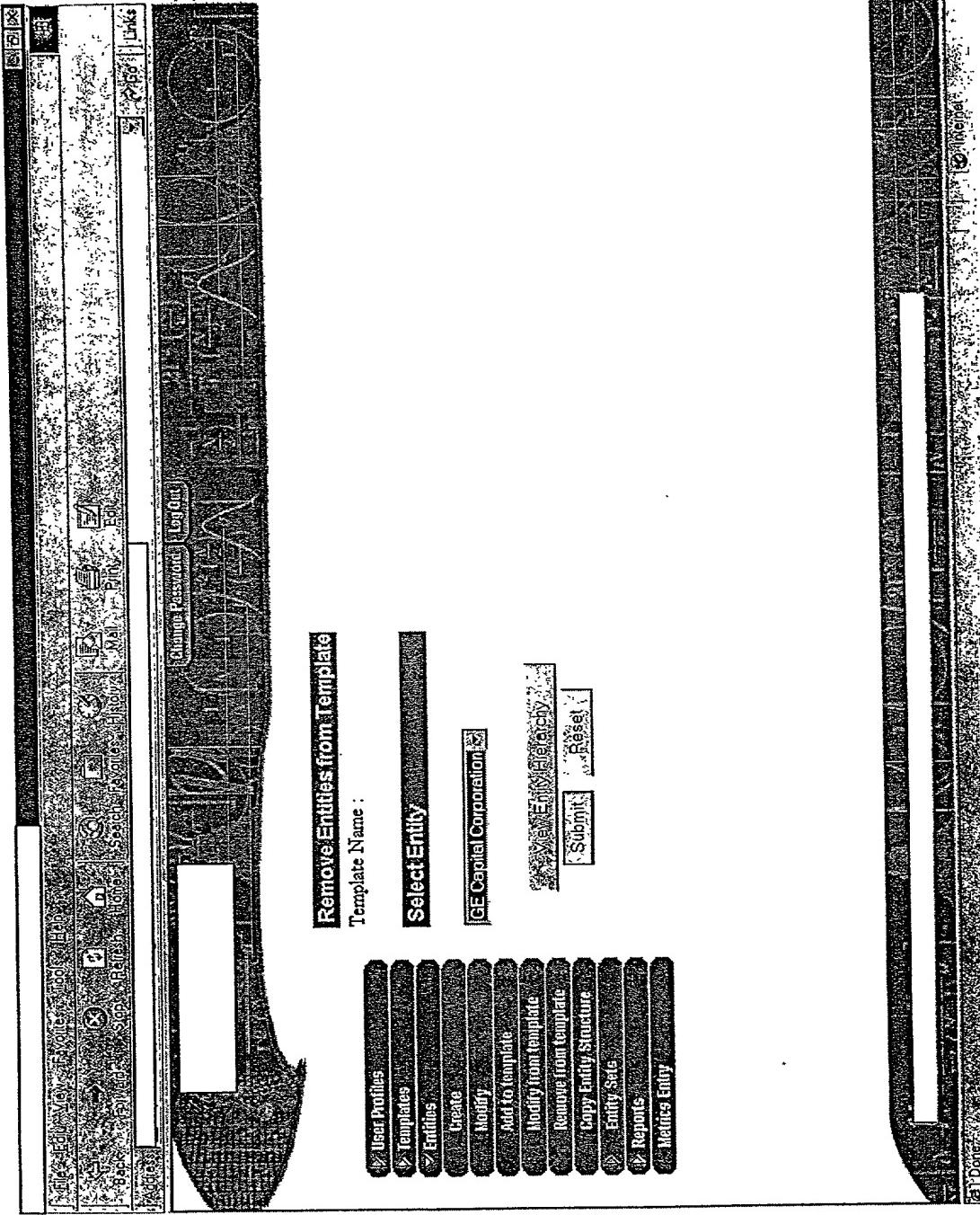


Fig. 29

View Entity Hierarchy

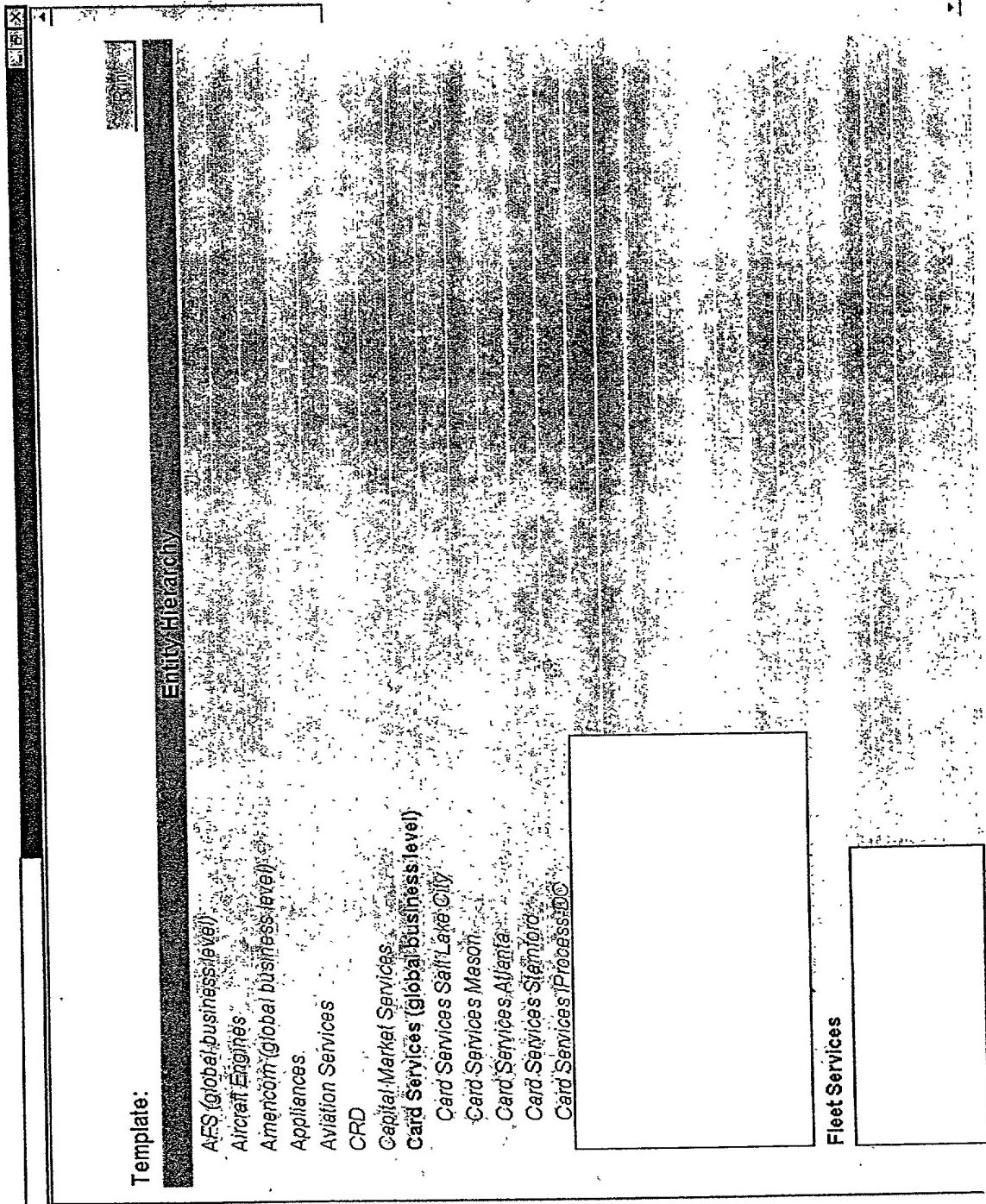


Fig. 30

Copy Entity Structure

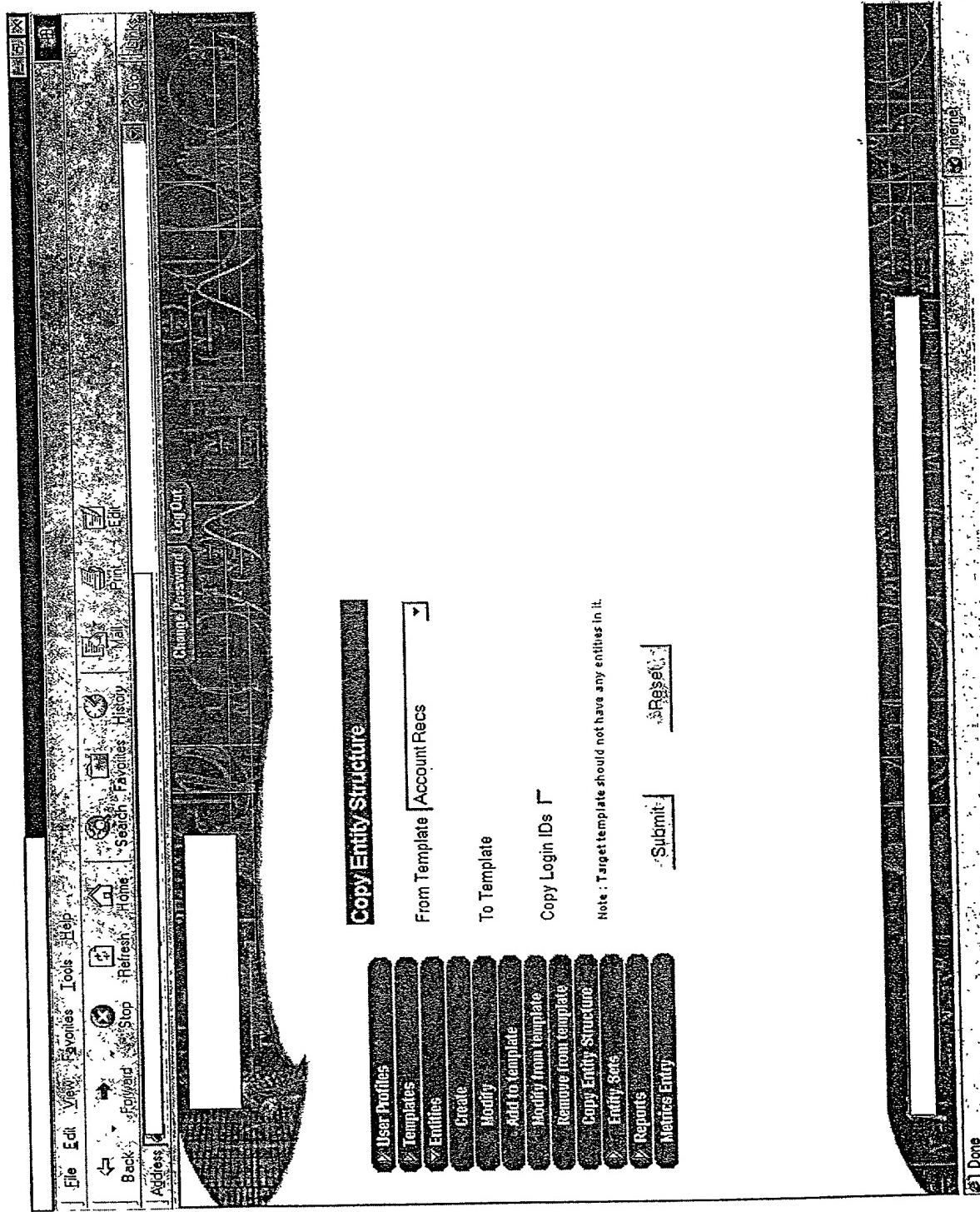


Fig. 31

Creating Users

The screenshot shows a user creation interface. At the top left is a navigation bar with 'File', 'Edit', 'View', 'Tools', 'Help', and a search bar. Below it is a toolbar with icons for 'New', 'Edit', 'View', 'Print', 'Save', 'Cancel', 'Logout', and 'Help'. To the right is a 'User Profile' section with a 'Create New User' button. The main area contains fields for 'Login Id', 'First name', 'Last name', 'Telephone', and 'E-mail'. A note says 'if it is the same as the login id, leave it in blank'. There is a 'User Type' dropdown labeled 'Select One' with options like 'Employee', 'Manager', 'Guest', etc. A 'Notes' field is also present. On the right side, there is a vertical sidebar with links: 'User Profile', 'Create New User', 'Grant access to template', 'Reset Password', 'Templates', 'Entities', 'Reports', and 'Help/Entry'.

Login Id : _____

First name : _____

Last name : _____

Telephone : _____

E-mail : _____
if it is the same as the login id, leave it in blank

User Type : — Select One —

Notes :

Fig. 32

User Types

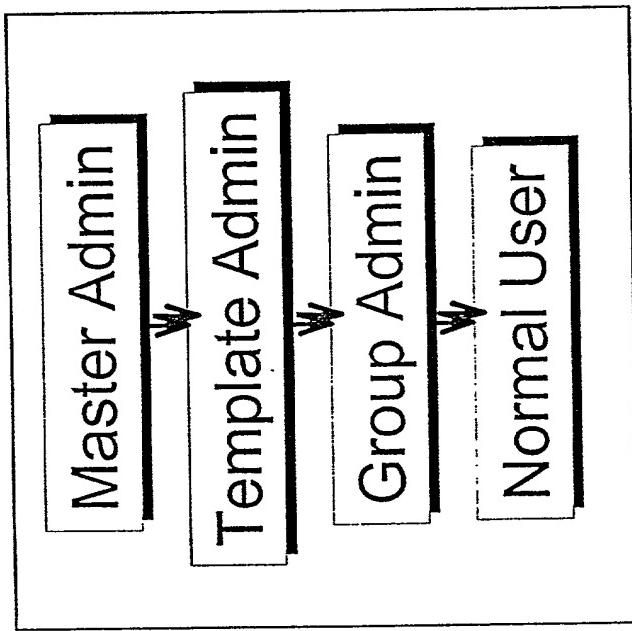
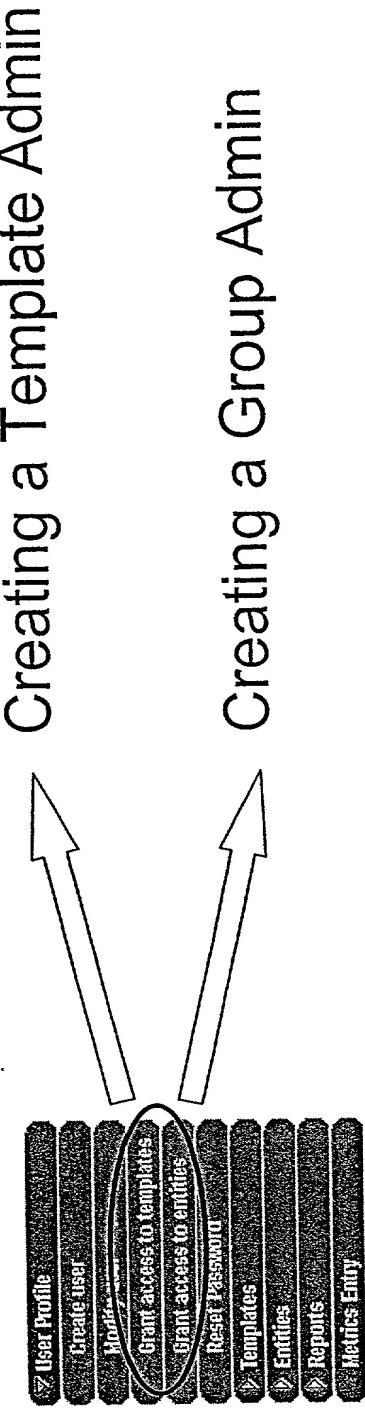


Fig. 33

Granting User Access



Template Admin:

- Select the Template for which you want to grant Access
- Select the user ID for which you want to grant Access
- Select the level of access they should have
- Submit

Group Admin:

- Select the Template that contains the group for which you want to grant Access
- Select the user ID for which you want to grant Access
- Select the Group that they represent
- Submit
- Select view only or modify privileges

Creating a Template Admin

Creating a Group Admin

Fig. 34

Metrics Entry

The screenshot shows a web-based application interface for 'Metrics Entry'. At the top right, there are 'Logout' and 'Change Password' links. Below them is a navigation bar with several items: 'User Profile' (highlighted with a red arrow), 'Create user', 'Modify user', 'Grant access to complete', 'Grant access to entities', 'Reset Password', 'Templates', 'Entities', 'Previous', and 'Metrics Entry' (circled in red). The main area is titled 'Select Metrics Package' and contains three dropdown menus: 'Metrics Package' (set to '-Select One-'), 'Reporting Entity' (set to '-Select One-'), and 'Entry for Date Ending' (set to '-Select One-'). At the bottom right are 'Submit' and 'Cancel' buttons.

Dashboards

Fig. 35

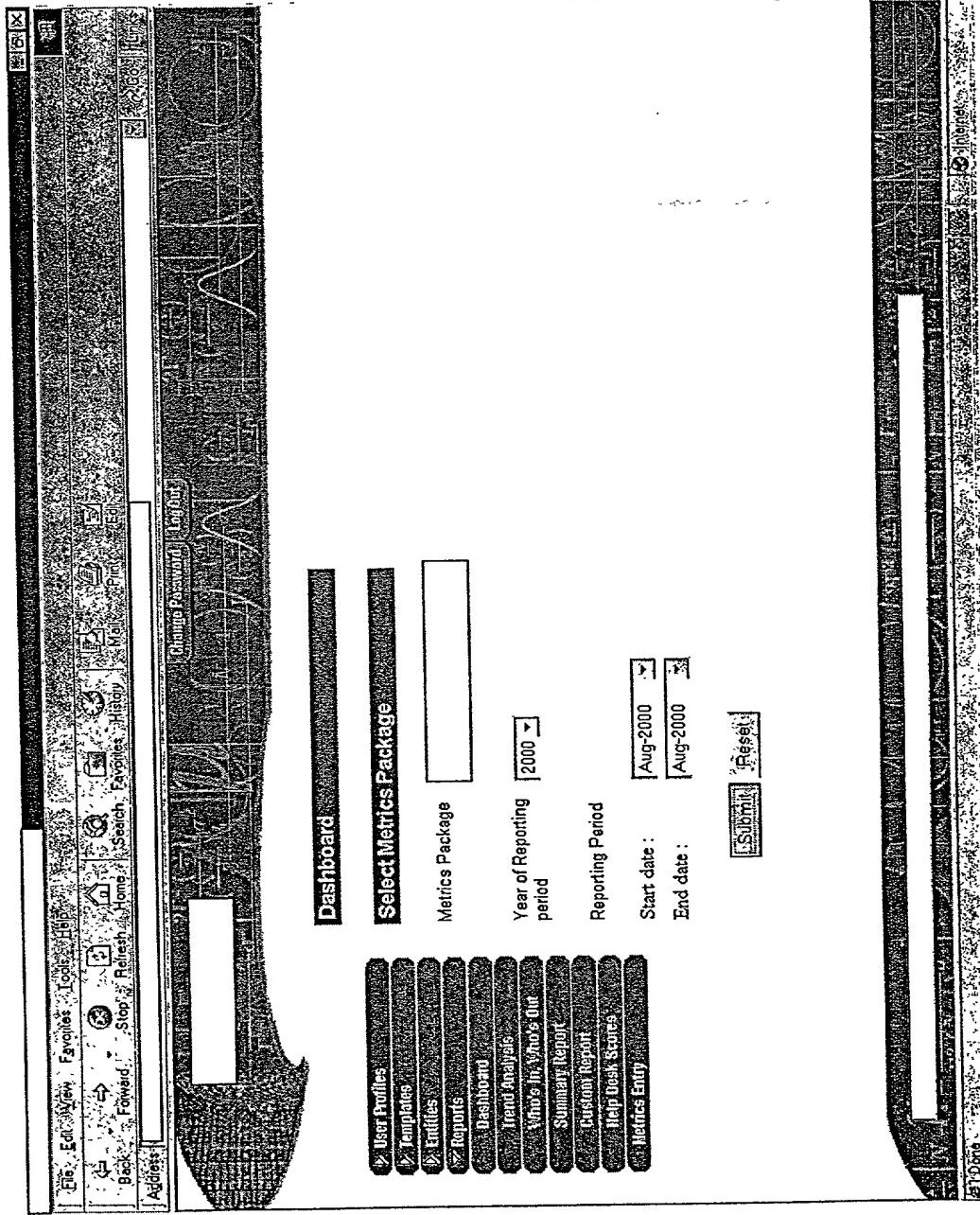


Fig. 36

Dashboard

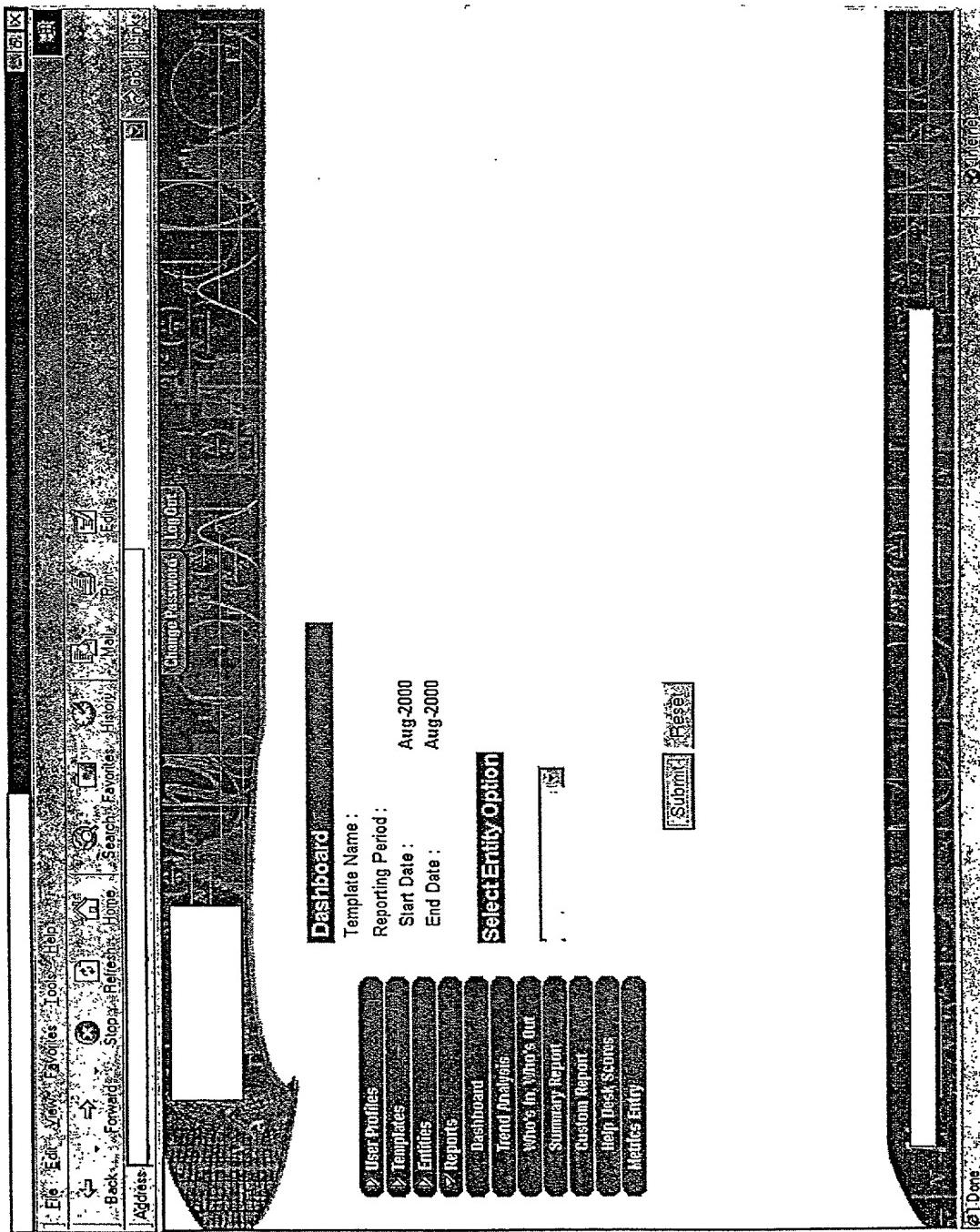


Fig. 37

Dashboard

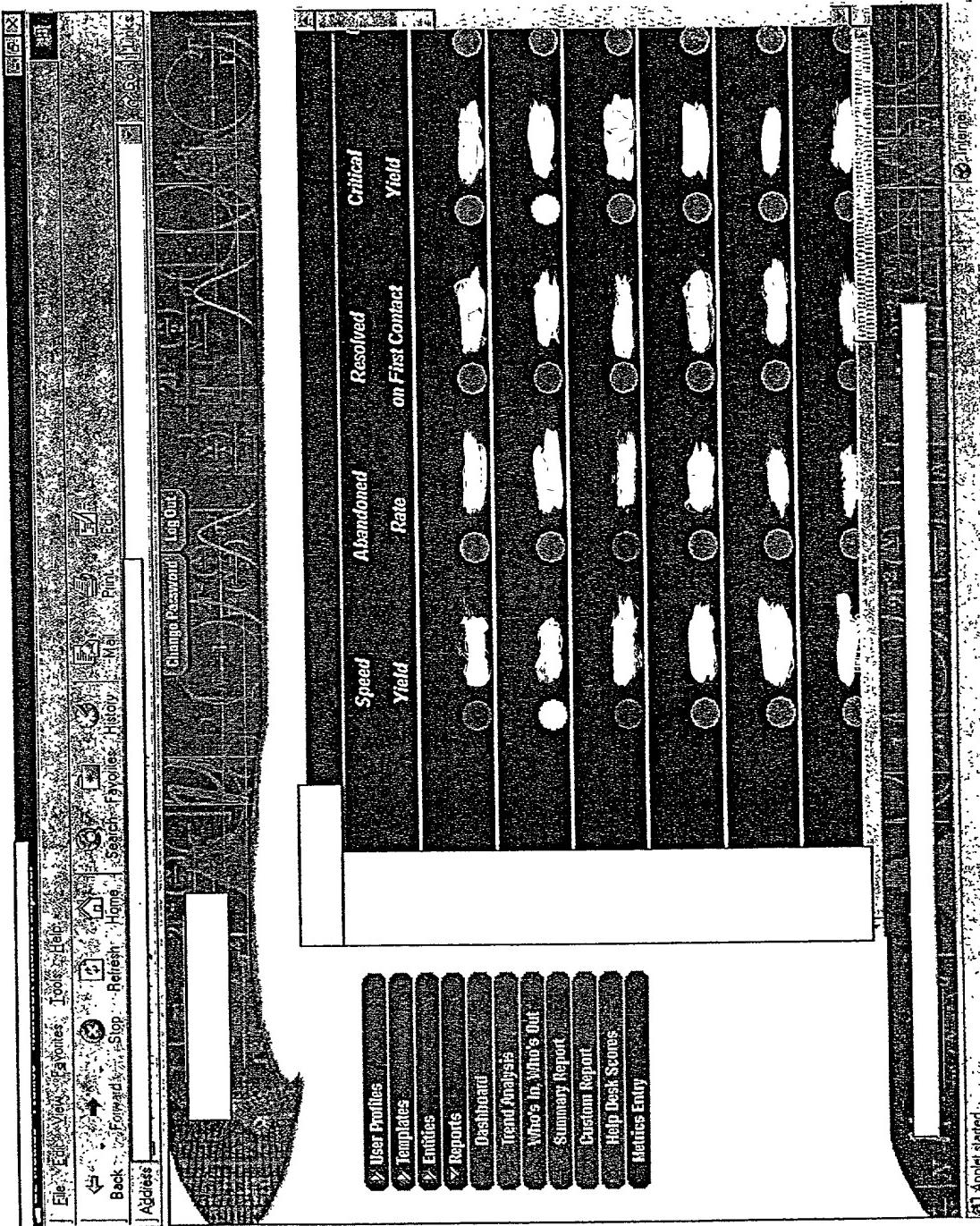


Fig. 38

Trend Analysis

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Options Preferences

Changing Password

Logout

Trend Analysis

Select Metrics Package

Metrics Package

Reporting Year 2000

Reporting Period

Start date : SEP-2000

End date : DEC-2000

Submit Reset

User Profiles

Templates

Entities

Reports

Dashboard

Trend Analysis

Who's In, Who's Out

Summary Report

Custom Report

Help Desk Scope

Metrics Entity

Done

Fig. 39

Trend Analysis (part 1)

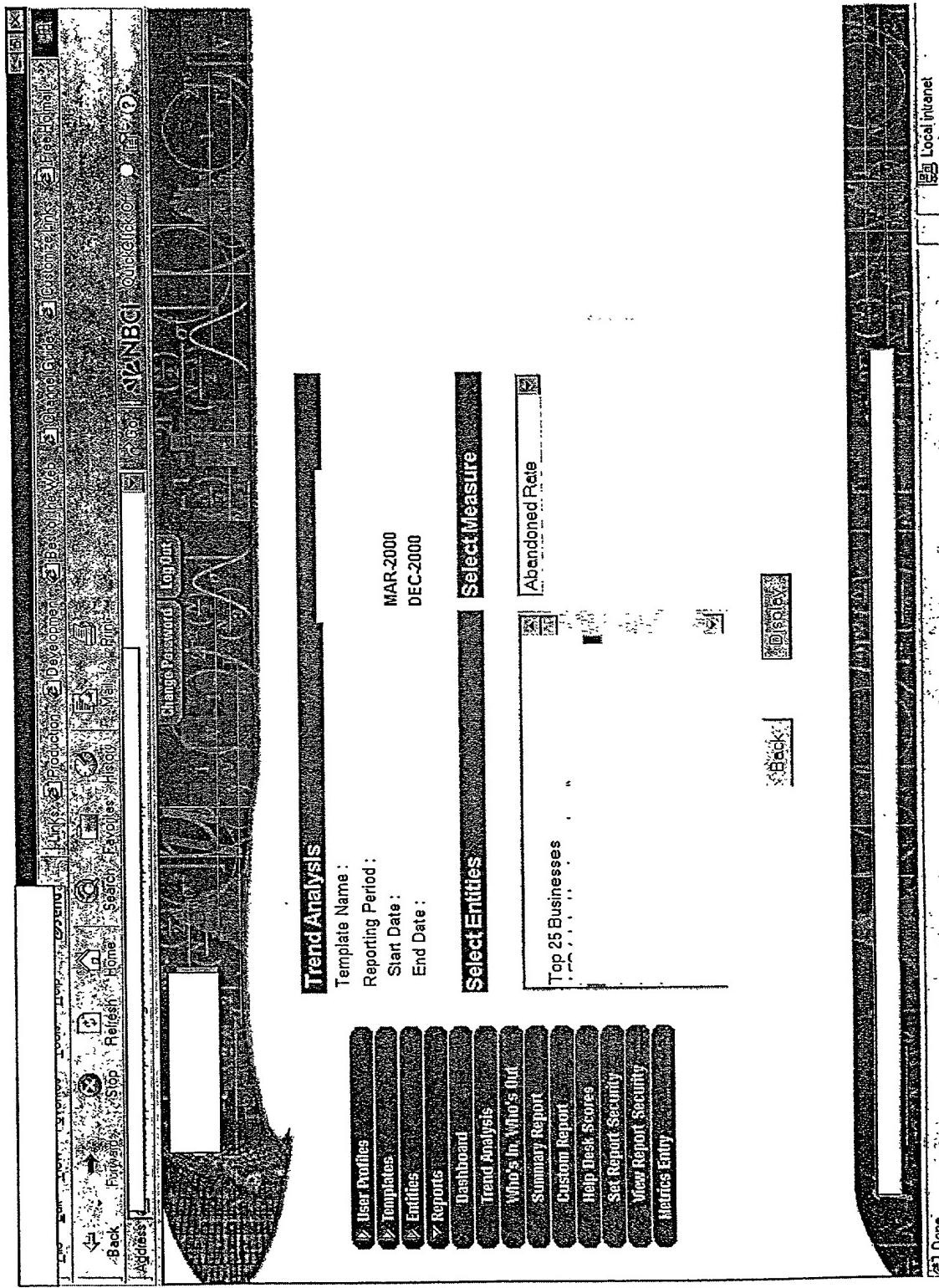


Fig. 40

Trend Analysis (part 2)

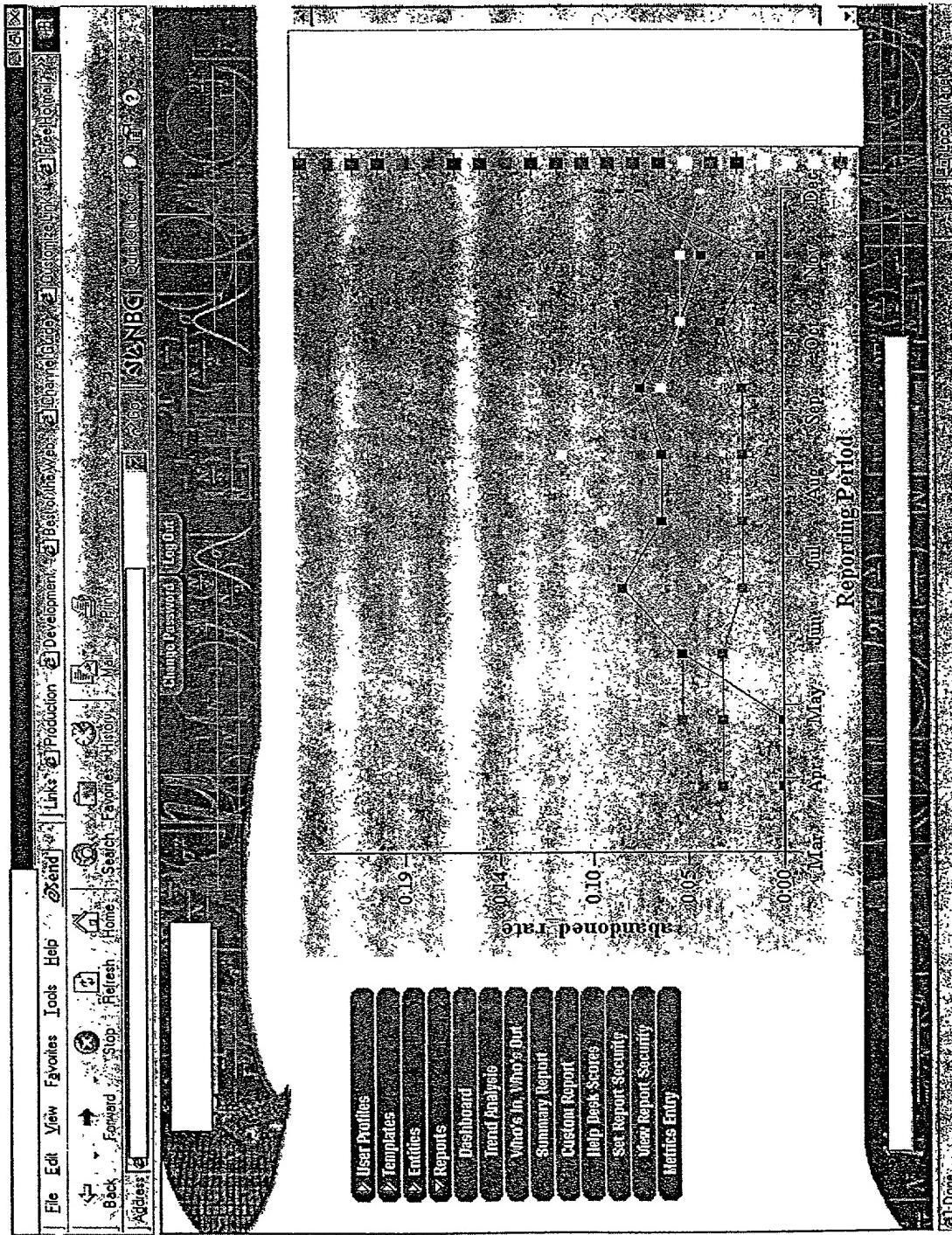


Fig. 41

Who's in Who's out?

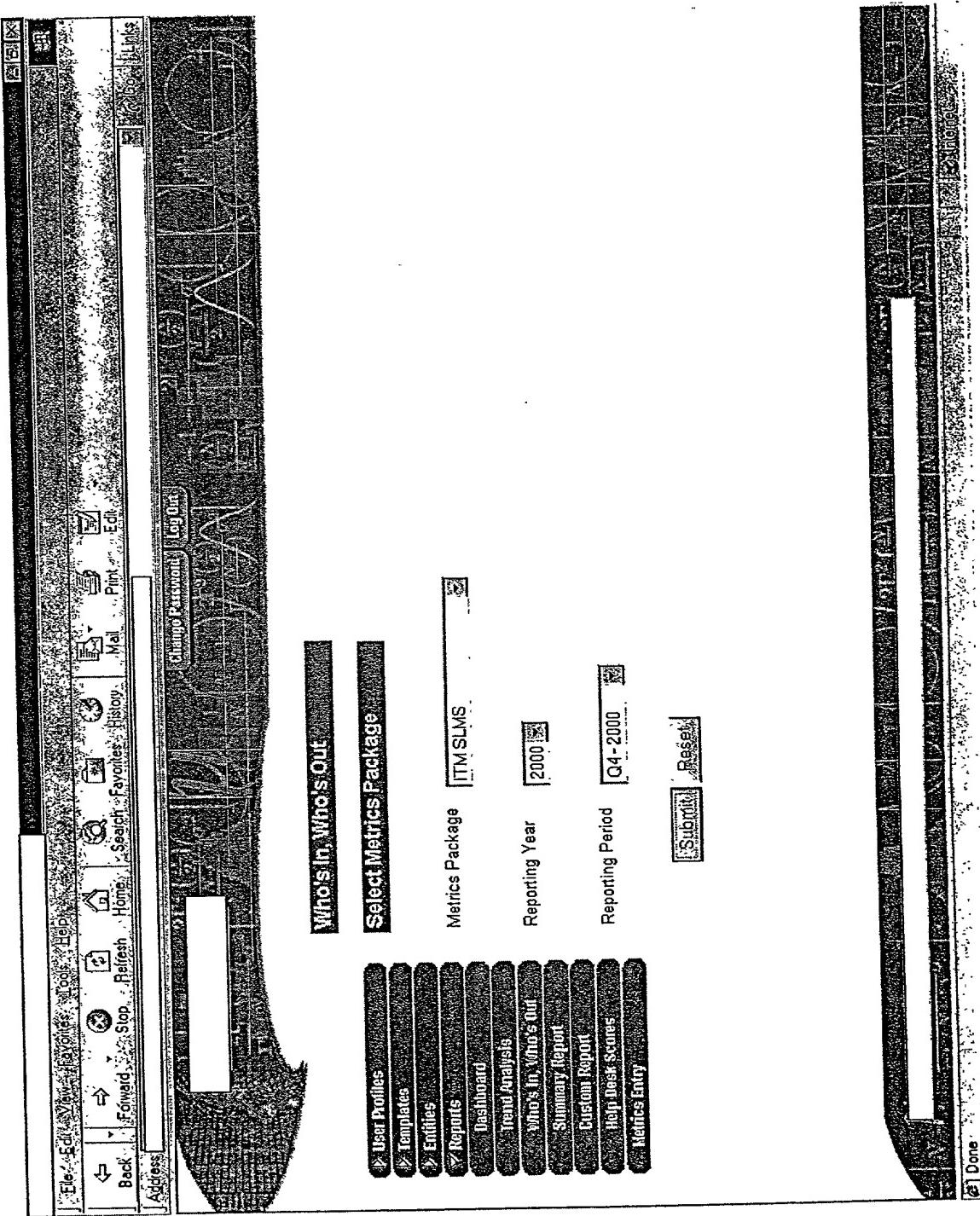


Fig. 42

Who's In, Who's Out

The screenshot displays a web-based reporting application interface. On the left, a vertical navigation menu lists various options: User Profiles, Templates, Entities, Reports, Dashboard, Trend Analysis, Who's In, Who's Out, Summary Report, Custom Report, Help Desk Scores, Set Report Security, View Report Security, Metrics Entry, CRD, Capital Markets Services, and Card Services (global business level). The 'Who's In, Who's Out' option is highlighted.

The main content area is titled "Metrics Submission status". It shows a table with three columns: Entity, Status, and Last Submitted. The data in the table is as follows:

Entity	Status	Last Submitted
AFS (global business level)	Submitted on 09/09/2000	
Aircraft Engines	Submitted on 09/09/2000	
Americom (global business level)	Submitted on 09/09/2000	
Appliances	Submitted on 09/09/2000	
Aviation Services	Submitted on 07/07/2000	
CRD	Submitted on 08/08/2000	
Capital Markets Services	Not yet submitted	
Card Services (global business level)	Not yet submitted	
Card Services Salt Lake City	Not yet submitted	
Card Services Naslon	Not yet submitted	
Card Services Atlanta	Not yet submitted	

Fig. 43

Summary Report

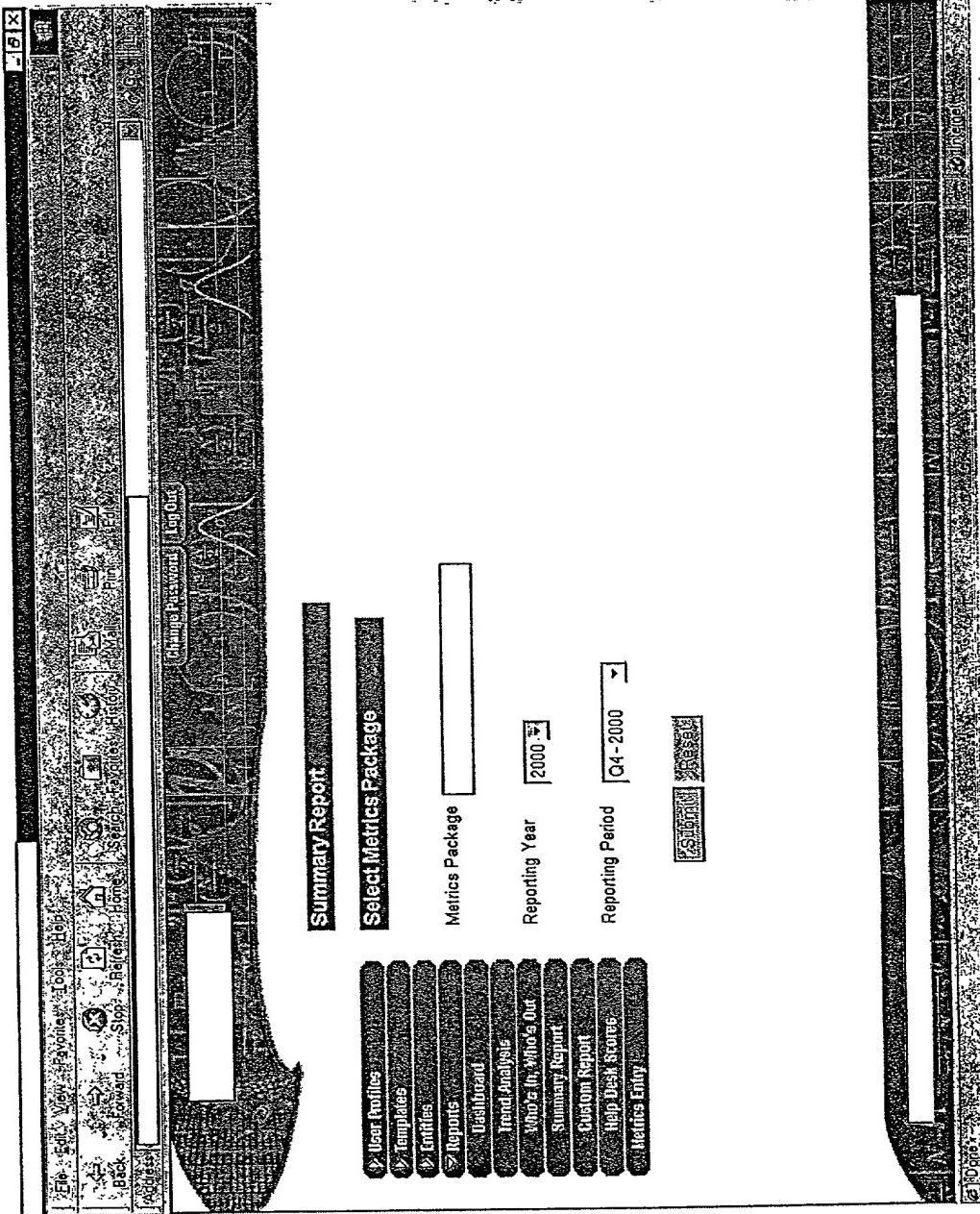


Fig. 44

Summary Report

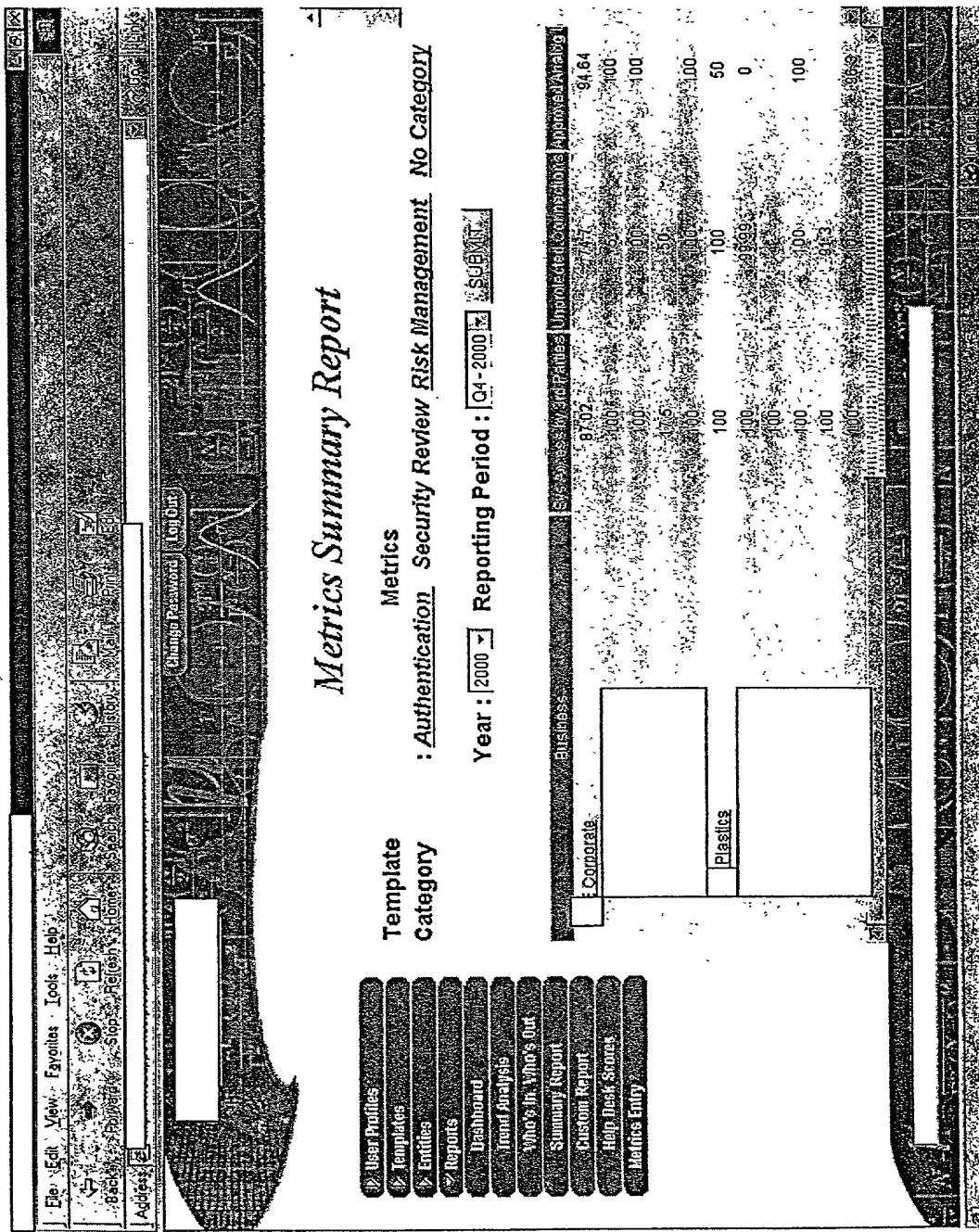


Fig. 45

Custom Report

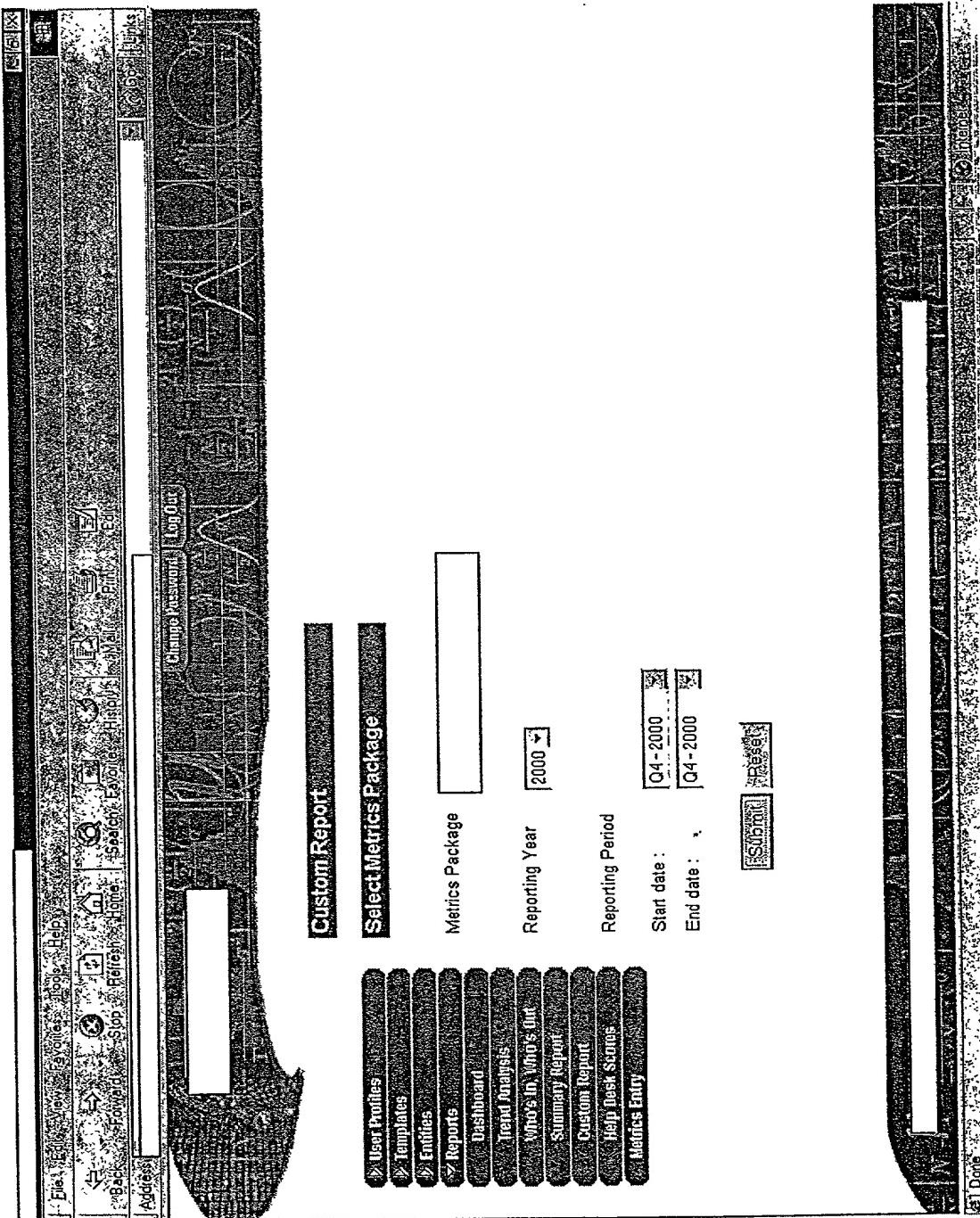


Fig. 46

Custom Report

Custom Report

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites Options Print

Change Password Log Out

Custom Report

Template Reporting Period : Oct-2000

Select Fields

Select Entities

Top 25 Businesses

abandoned_rate (AR)
attachment (attachment)
critical_incidents (C)
critical_median (CMED)
critical_span (CSPAN)
critical_yield (CY)
normal_incidents (normal_incidents)
normal_median (NMED)
normal_span (NSPAN)
normal_yield (NY)

Submit

User Profiles Templates Entities Reports Dashboard Fraud Analysis Who's In Who's Out Summary Report Business Report Help Desk Scores Set Report Security View Report Security Metrics Entity Done

Fig. 47

Custom Report

The screenshot displays a user interface for a reporting application. At the top left is a navigation bar with links: File, Help, User Profiles, Look Up, Templates, Entities, Reports, Dashboard, Trend Analysis, Who's In, What's Out, Summary Report, Custom Report, Help Desk, Stores, and Admin Entry. The top right shows a "Template PC Count Reporting Period : Q4 Entity - USA ; North America". Below the navigation bar is a section titled "Metrics Listing" containing a table:

	Total PC Count	% Core load	% NEAM	% South PCs
-USA ; North America				

To the right of the metrics listing is a large chart area with a grid and some data points. The overall layout is a standard web-based reporting dashboard.

Fig. 48

Help Desk Scores

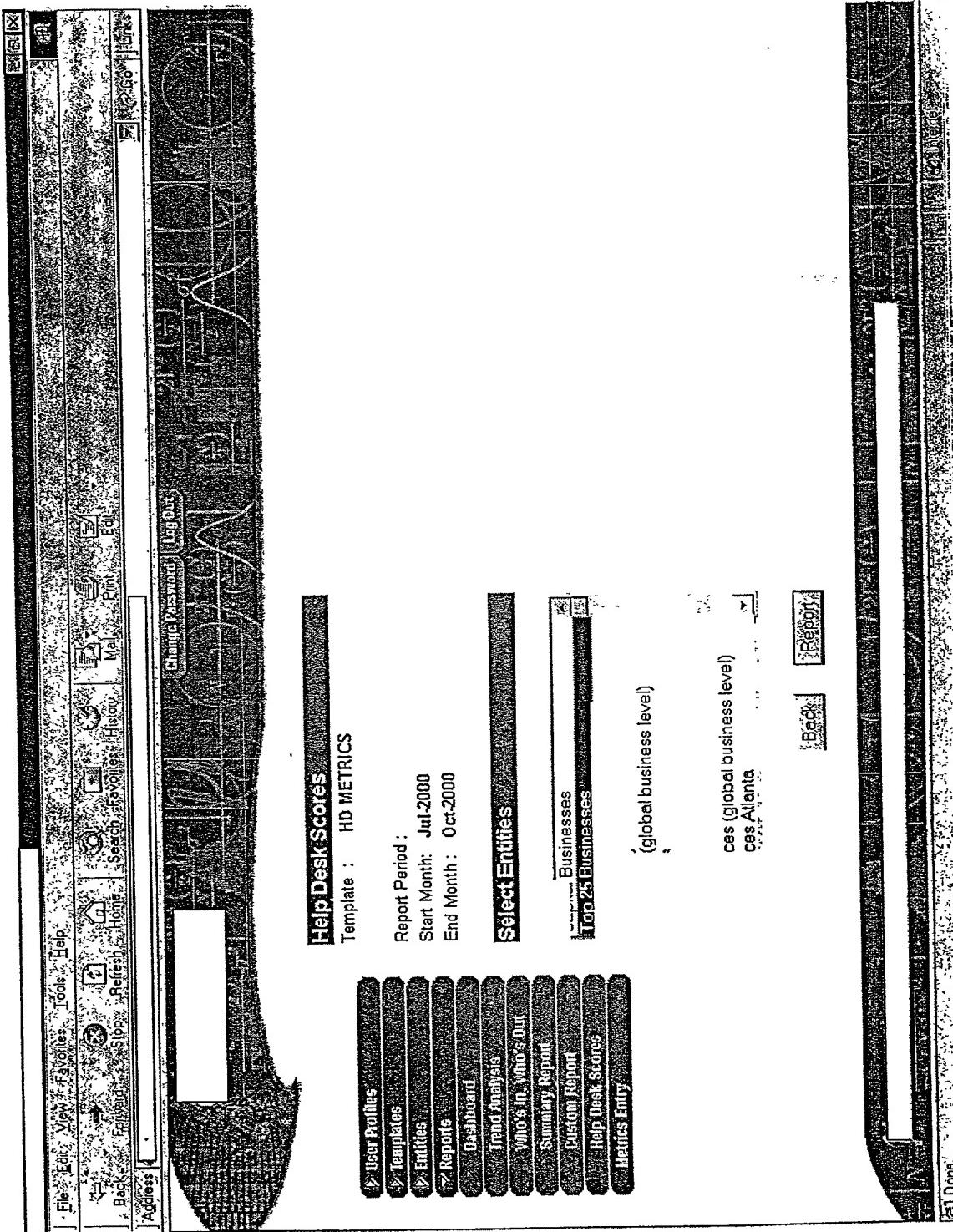
The screenshot shows a web-based reporting application interface. At the top, there is a menu bar with options: File, Edit, View, Favorites, Tools, Help, Back, Forward, Stop, Refresh, Home, Search, Favorites, Help, Metrics, Reports, Dashboard, Trend Analysis, Who's In, Who's Out, Summary Report, Custom Report, Help Desk Scores, Metrics Entry, and Done.

The main area displays a chart titled "Help Desk Scores" with a single data point: "Jul-2000" at a value of 100. Below the chart, there is a section titled "Select Metrics Package" with a dropdown menu set to "METRICS".

On the right side, there is a "Reporting Year" dropdown menu set to "2000". Under "Reporting Period", there are fields for "Start date" (set to "Jul-2000") and "End date" (set to "Oct-2000"). At the bottom right, there are "Submit" and "Reset" buttons.

Fig. 49

Help Desk Scores



Help Desk Scores

Fig. 50

The image displays two side-by-side screenshots of a software interface, likely a web-based application.

Left Screenshot: This screenshot shows a browser-like interface with a toolbar at the top containing File, Edit, View, Favorites, Tools, and Help. Below the toolbar are standard navigation buttons: Back, Forward, Stop, Refresh, Home, Search, Favorites, History, Mail, Print, and Edit. A menu bar is visible above the toolbar. The main area contains a large, illegible chart or graph with various data points and lines. A small window titled "Changing Password" is overlaid on the main screen, showing fields for "Old Password" and "New Password".

Right Screenshot: This screenshot shows a table titled "Internal IT service - Business Scores". The table has three columns: Month, Score, and Date. The data is as follows:

Month	Score	Date
July	1367	1385
August	1366	1374
September	1352	1341
October	1319	1305
	1261	1291
	1218	1286
	1213	1237
	1182	1213
	1173	1196
	1157	1173
	1134	1160
	1127	1155
	1127	1140
	1125	1099
	1095	1094
	1052	1080
		1146
		1178
		1188
		1189
		1198
		1201
		1208
		1212
		1220
		1231
		1248
		1273
		1275
		1271
		1296
		1302
		1341
		1352
		1375
		1399
		1421

At the bottom of the right screenshot, there is a toolbar with icons for Back, Forward, Stop, Refresh, Home, Search, Favorites, History, Mail, Print, and Edit. A "Done" button is also present.

Fig. 51

Detail Report

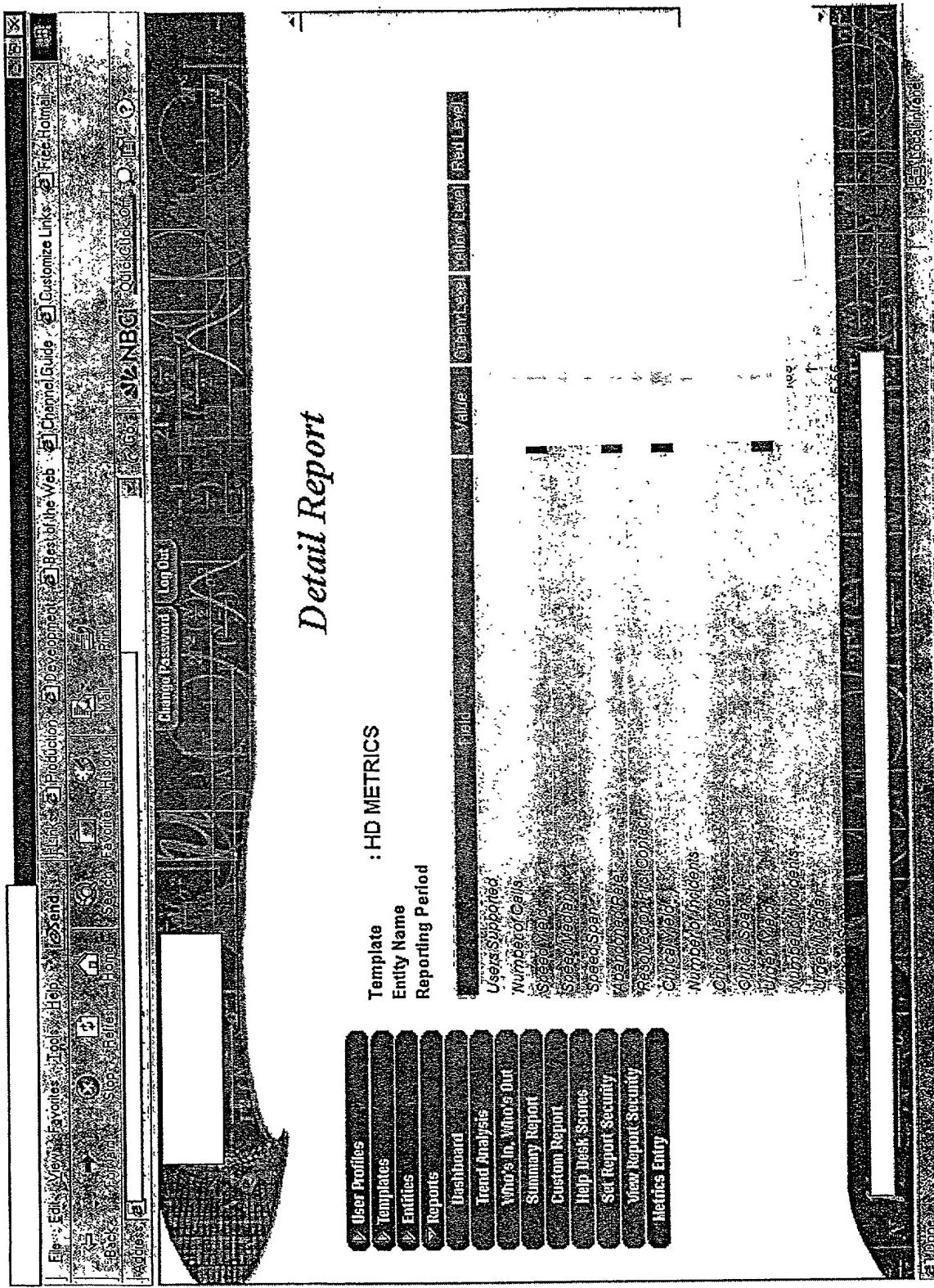
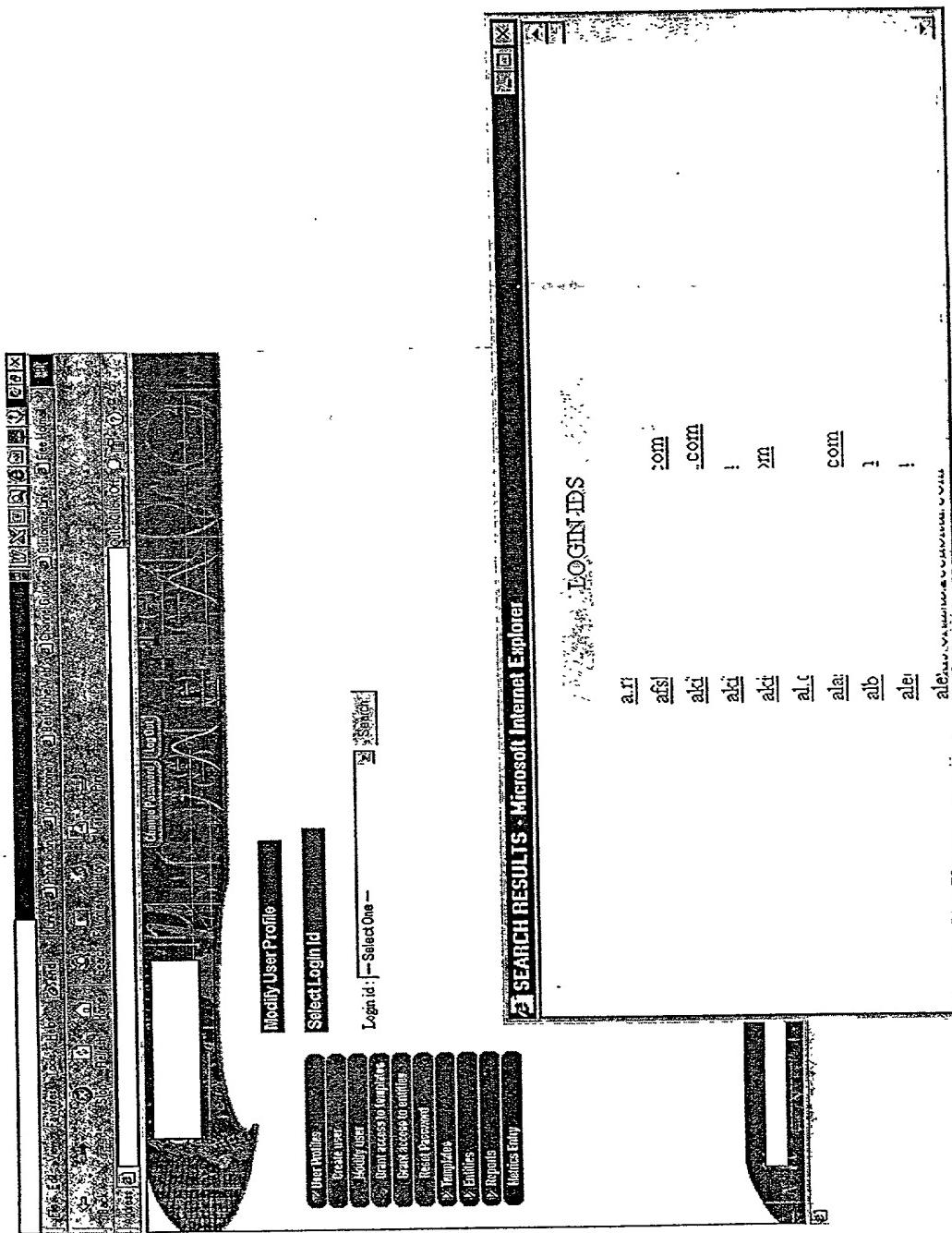


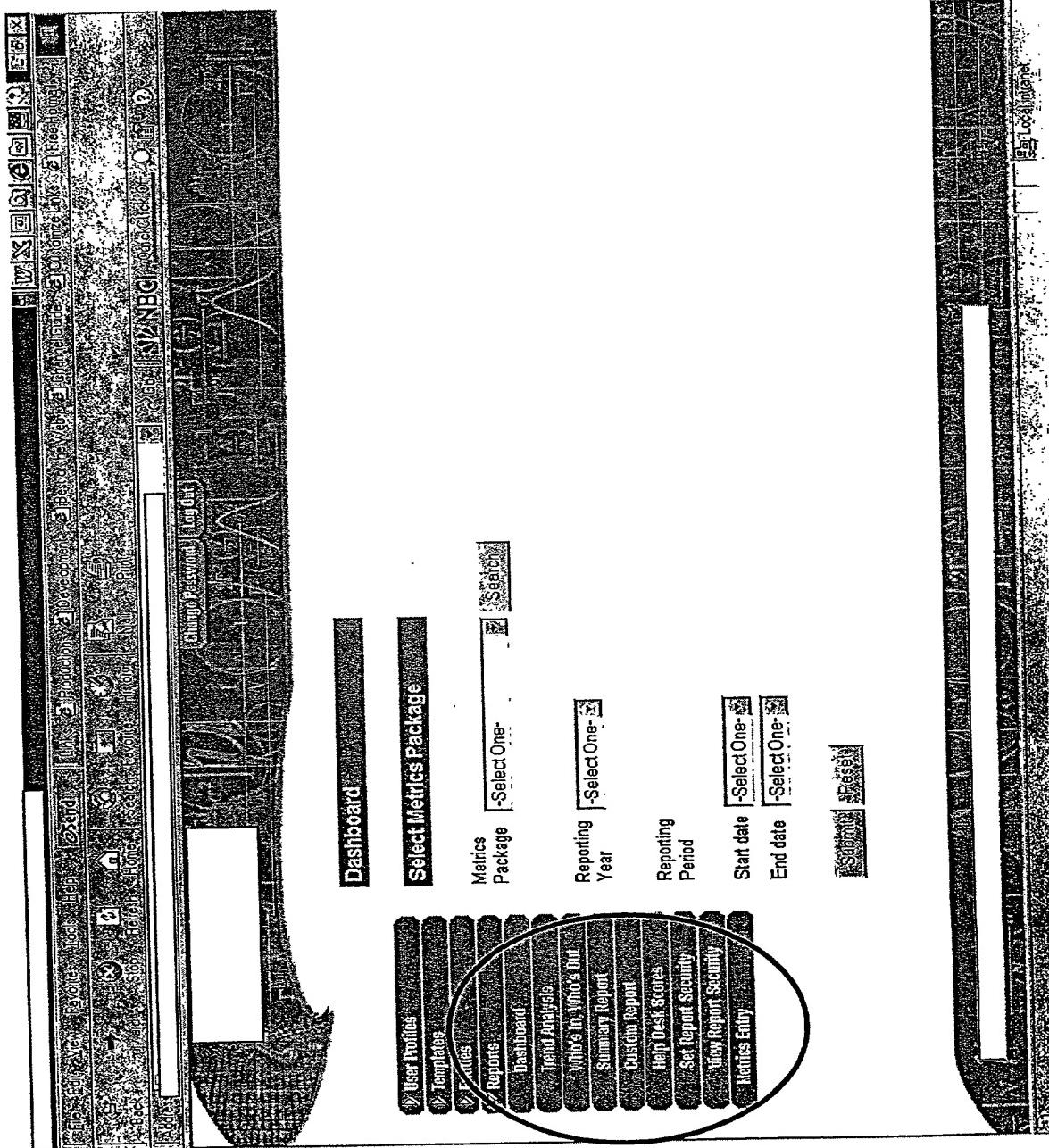
Fig. 52

Modifying Users



Viewing Reports

Fig. 53



1.1 Define template

This task involves specification of template name, frequency of data collection, contact details of the template owner and definition of metric fields. For each metric field several attributes are specified. This includes field name, field type, field length, rollup method etc.

2 GE Metrics > Frames - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites History Stop Refresh

Address http://webapp01.corp.capitalge.com:8000/metrics/jsp/frames.jsp

Change Password Log Out

ge-metrics DATA

Create Template Definition

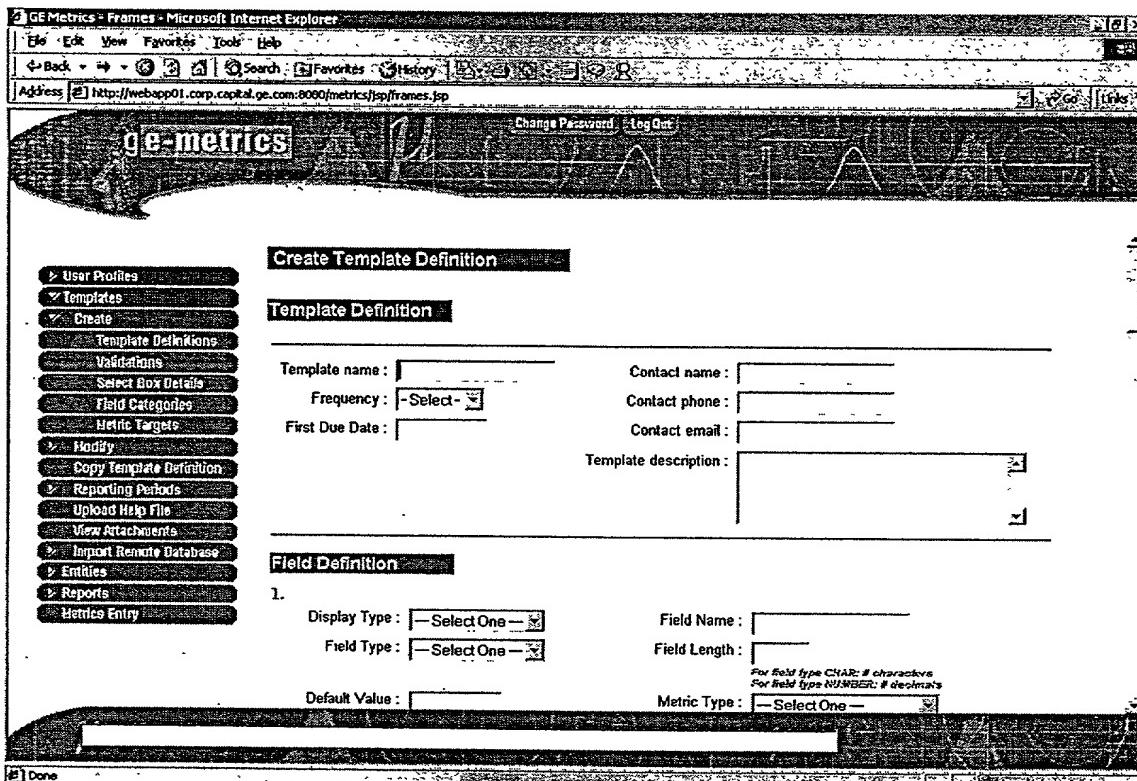
Template Definition

Template name : Contact name :
Frequency : -Select- Contact phone :
First Due Date : Contact email :
Template description :

Field Definition

1. Display Type : -Select One- Field Name :
Field Type : -Select One- Field Length :
For field type CHAR: # characters
For field type NUMBER: # decimals
Default Value : Metric Type : -Select One-

Done Local Intrinsics



FIC 54

1.2 Define validations.

This task involves specifying validations for metric fields defined in the above step. For example, if user of the template should be prevented from entering certain values into a field, that could be specified in this step.

GE Metrics - Frames - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites History

Address http://webapp01.corp.capital.ge.com:8080/metrics/jsp/frames.jsp

ge-metrics Change Password Log Out

Add Validations

Template : HD METRICS

Fields : abandoned_rate

Condition	Message	Proceed	
>=	1	Just be between 0 and 1	Yes
Select one			Yes

Save & Add Save Reset

Done Local history

FIG 55

1.3 Define Field Categories

If there is a need to create calculations based on a bunch of metric fields, this screen allows the user to create field groups and include the fields into them.

The screenshot shows a Microsoft Internet Explorer window with the title bar "GE Metrics - Frames - Microsoft Internet Explorer". The address bar contains the URL "http://webapp01.corp.capitalge.com:8080/metrics/jsp/frames.jsp". The main content area displays a form titled "Create Field Category". On the left, there is a vertical menu bar with various options like User Profiles, Templates, Create, Template Definitions, Validations, Select Box Details, Field Categories, Metric Targets, Modify, Copy Template Definition, Reporting Periods, Upload Help File, View Attachments, Import Remote Database, Entities, Reports, and Metrics Entry. The "Field Categories" option is highlighted. The right side of the screen shows the "Enter Category Details" section with fields for "Template:" (set to "HD METRICS"), "Category name:" (empty input field), "Category Description:" (empty input field), and "Category Order:" (empty input field). At the bottom of the form are "Continue" and "Reset" buttons.

FIC 56

1.4 Define Metric Targets.

User defines the ranges and limits for red, yellow and green targets for each metric on this screen. These target numbers will determine the performance levels of a business which reports that metric. Based on these limits dashboard report will display red / yellow / green traffic lights.

GE Metrics - Frames - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites History Stop Refresh

Address http://webapp01.corp.capitalone.com:8080/metrics/jsp/frames.jsp

Change Password Log Out

Metrics

Create/Modify Metric Targets

Template name :

Frequency : Monthly

Report Month : Jan 2000

User Profiles

Templates

Create

Template Definitions

Validations

Select Box Details

Field Categories

Metric Targets

Modify

Copy Template Definition

Reporting Periods

Upload Help File

View Attachments

Import Remote Database

Entities

Reports

Metrics Entry

Field order	Field Name	Weight	Green Level	Yellow Level	Red Level
1	users_supported	<input type="text"/>	Select <input type="button"/>	Select <input type="button"/>	Select <input type="button"/>
2	number_of_calls	<input type="text"/>	Select <input type="button"/>	Select <input type="button"/>	Select <input type="button"/>
4	speed_yield	<input type="text"/>	>= <input type="button"/> .98	between <input type="button"/> .94-97	< <input type="button"/> .94
5	speed_median	<input type="text"/>	Select <input type="button"/>	Select <input type="button"/>	Select <input type="button"/>
6	speed_span	<input type="text"/>	Select <input type="button"/>	Select <input type="button"/>	Select <input type="button"/>
7	abandoned_rate	<input type="text"/>	<= <input type="button"/> .04	between <input type="button"/> .04-06	>= <input type="button"/> .06
8	resolved_on_first_c	<input type="text"/>	>= <input type="button"/> 6	between <input type="button"/> 4-6	< <input type="button"/> 4
10	critical_yield	<input type="text"/>	>= <input type="button"/> .98	between <input type="button"/> .94-98	< <input type="button"/> .94

Done

FIG. 57

2. Create / Add entities

This function allows the administrator to create new business entities or add already available entities to his / her template. Also, it is possible to copy complete entity structure from another template using one of the options under this function.

2.1 Create Entity

This function allows the user to add new entities to the pool.

The screenshot shows a Microsoft Internet Explorer window titled "GE Metrics - Frames - Microsoft Internet Explorer". The address bar displays the URL: "http://webapp01.corp.capitalge.com:8080/metrics/jspframes.jsp". The main content area is titled "Create Entity". On the left, there is a vertical menu bar with the following items:

- > User Profiles
- > Templates
- > Entities
- Create** (This item is highlighted)
- Modify
- Add to template
- Modify from template
- Remove from template
- Copy Entity Structure
- > Entity Site
- > Reports
- > Metrics Entry

The "Create" section contains two input fields:

- Entity name :
- Entity short name :

At the bottom of the "Create" section are two buttons: "Submit" and "Reset".

FIG. 58

2.2 Add Entities to Template

This function allows to attach entities to a template from a pool of entities.

The screenshot shows a web browser window for 'GE Metrics - Frames - Microsoft Internet Explorer'. The address bar displays the URL: <http://webapp01.corp.capita.com:8090/metrics/jsp/frames.jsp>. The page title is 'ge-metrics'. The main content area is titled 'Add Entities to Template' and contains the following fields:

- Template : HD METRICS
- Entity name :
- Display Name :
- Parent entity :
- Relative Weight :

Below the form are three buttons: 'View Entity Hierarchy', 'Submit', and 'Reset'. On the left side, there is a vertical navigation menu with the following items:

- User Profiles
- Templates
- Entities
 - Create
 - Modify
 - Add to template
 - Modify from template
 - Remove from template
 - Copy Entity Structure
- Entity Sets
- Reports
- Metrics Entry

FIG. 59

2.3 Copy Entity Structure

This function allows to copy entire entity structure from one template to another. By doing this, user can eliminate the repetitive entry.

The screenshot shows a Microsoft Internet Explorer window titled "GE Metrics - Frames - Microsoft Internet Explorer". The address bar displays the URL: "http://webapp01.corp.capitalge.com:8080/metrics/jsp/frames.jsp". The page header includes "Change Password" and "Log Out" links. A navigation menu on the left lists: User Profiles, Templates, Entities (with sub-options Create, Modify, Add to template, Remove from template, Copy Entity Structure), Entity Sets, Reports, and Metrics Entry. The main content area is titled "Copy Entity Structure". It contains two dropdown menus: "From Template" and "To Template", both labeled "Select One". Below these is a checkbox labeled "Copy Login IDs". A note states: "Note : Target template should not have any entities in it." At the bottom are "Submit" and "Reset" buttons, along with "View Entity Hierarchy" and "View Login IDs" links. The status bar at the bottom right shows "IE Local Intranet".

FIG 66

3. User Profiles

This function allows to create user profiles and grants access to the templates and entities. This functionality is further divided into different screens as follows.

3.1 Create User

This function allows to create new user profiles. There are three types of privileges as follows:

Template Administrator

Who can create template and create other two types of users.

Group Administrator

Who can create sub entities and create normal user.

Normal User

Who can enter data into templates and view reports.

The screenshot shows a Microsoft Internet Explorer window with the title bar "GE Metrics - Frames - Microsoft Internet Explorer". The address bar contains the URL "http://webapp01.com.capitalge.com:8000/metrics/fsp/frames.jsp". The main content area displays a "Create User Profile" form under the heading "Enter Profile Details". A note says "Fields in BOLD are required". The form includes fields for "Login id:", "First name:", "Last name:", "Telephone:", "E-mail:" (with a validation message "Please enter a valid email address"), and "User Type:". On the left, there is a vertical menu with items like "User Profiles", "Create user", "Holdy user", "Grant access to templates", "Grant access to entities", "Reset Password", "Templates", "Entities", "Reports", and "Help/Entry".

FIG. 61

3.2 Grant access to Templates

Using this function administrator can grant access to a user on a template.

The screenshot shows a Microsoft Internet Explorer window with the title bar "GE Metrics - Frames - Microsoft Internet Explorer". The address bar contains the URL "http://webapp01.corp.capital.ge.com:8080/metrics/sp/frames.jsp". The main content area displays a web page titled "Grant Access to Template" under the heading "Template Name : HD METRICS". On the left, there is a sidebar menu with the following items:

- User Profiles
 - Create User
 - Modify user
 - Grant access to templates
 - Grant access to entities
 - Reset Password
- Templates
- Entities
- Reports
- Metric Entry

The "Grant access to templates" item is highlighted. Below the sidebar is a search form titled "Select Login Id" with a dropdown menu labeled "Select One" containing the following email addresses:

- a.ramesh@geindia.com
- a.sparedo@afs
- adam.henks@gecapital.com
- addis.worede-seid@gecapital.com
- adrian.pacheco@ddemsis.ge.com
- adriel.tam@gecapital.com
- aexample
- afshen.siddiqui@gecapital.com
- afsocanada

At the bottom of the search form are three buttons: "Submit", "Reset", and "Create User".

FIG. 62

3.3 Grant Access to Entities

This function allows the administrator to grant access to the entities.

The screenshot shows a Microsoft Internet Explorer window displaying the 'GE Metrics - Frames' interface. The title bar reads 'GE Metrics - Frames - Microsoft Internet Explorer'. The address bar shows the URL 'http://webapp01.corp.capitalge.com:8080/metrics/jsp/frames.jsp'. The top menu bar includes 'File', 'Edit', 'View', 'Favorites', 'Tools', and 'Help'. On the right side of the header, there are links for 'Change Password' and 'Log Out'. The main content area has a dark background with a grid pattern. At the top left, there is a logo with the text 'ge-metrics'. Below the logo, the title 'Grant Access To Entities' is displayed in a bold, black, sans-serif font. To the left of the main form, a vertical sidebar lists several menu items: 'User Profiles' (selected), 'Create user', 'Modify user', 'Grant access to templates', 'Grant access to entities' (selected), 'Reset Password', 'Templates', 'Entities', 'Reports', and 'Metrics Entity'. The 'Grant access to entities' item is highlighted with a blue border. The main form contains two sections: 'Template Name : HD METRICS' and 'Select User and Entities'. Under 'Select User and Entities', there is a dropdown menu labeled 'Login id : Select One' with a 'Search' button next to it. Below this, another dropdown menu labeled 'Entity Name:' shows the selected option 'AFS (global business level)'. At the bottom of the form, there are three buttons: 'Submit', 'Reset', and 'Create User'.

FIG 63

4. Metrics Entry

This function allows the user to enter data into templates.

The screenshot shows a Microsoft Internet Explorer window titled "GE Metrics - Frames - Microsoft Internet Explorer". The address bar displays the URL: "http://webapp01.corp.capitalair.com:8080/metrics/jsp/frames.jsp". The main content area is titled "Metrics Entry". On the left, there is a vertical navigation menu with the following items:

- User Profiles
 - Create user
 - Forgot user
 - Grant access to templates
 - Grant access to entities
 - Reset Password
 - Templates
 - Entities
 - Reports
 - Metrics Entry

The right side of the screen contains three input fields:

- Metrics Package: A dropdown menu set to "HD METRICS".
- Reporting Entity: A dropdown menu set to "Aircraft Engines".
- Reporting Period: A dropdown menu set to "Apr-2001".

At the bottom of the form are two buttons: "Submit" and "Reset".

FIG 64

GE Metrics - Frames - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Stop Search Favorites History

Address http://webapp01.corp.gecapital.com:8080/metrics/jsp/frames.jsp

Change Password Log Out

ge-metrics

Metrics Entry

User ID : admin Template : HD METRICS
Entity : Aircraft Engines Reporting Period : Apr-2001

Contact Information for this Template :

Name : David Lee
Phone : 228-2206
Email : david.lee@gecapital.com

Warning : Session will expire in 1 hour. You may save partial input and can comeback later.
Note: Please enter all percentages in decimals between 0 and 1, e.g. for 98% enter 0.98

User Supported :

Number of Calls :

Speed to Answer :

Speed Hold :

Speed Median :

Done Local Intranet

FIC. 65

5. Reports

This function allows the user to view various canned reports and listings. Some of the most commonly used reports are explained below.

5.1 Who's in Who's out

This report lists all entities in a template for a given period and displays the status of data entry for each entity. It lists the entities in hierarchical manner and carries the child's entry status to the parent and so on. For example if an entity did not enter data for the selected period, it's parent's status is marked as incomplete.

The screenshot shows a Microsoft Internet Explorer window titled "GE Metrics - Frames - Microsoft Internet Explorer". The address bar shows the URL: "http://webapp01.corp.capitalge.com:8080/metrics/jsp/frames.jsp". The main content area displays a report titled "Metrics Submission status". The report header includes "Template : HD METRICS" and "Reporting Period : Apr-2001". On the left, there is a vertical navigation menu with items like User Profiles, Templates, Entities, Reports, Dashboard, Trend Analysis, Who's In, Who's Out, Summary Report, Custom Report, Help Desk Scores, Set Report Security, View Report Security, and Metrics Entry. A "Print" button is located in the top right corner of the report area. The report table has columns for Entity and Status. The status column contains the text "NOT SUBMITTED". At the bottom of the page, there is a footer with links for "Done", "Help", "Logout", and "Local Logout".

FIG 6b

5.2 Dashboard

This report lists the entities and their performance with each selected metric in the form of red, yellow and green traffic lights.

GE Capital							March 2001
	Speed	Abandoned	Resolved	Critical	Urgent	Normal	
	Yield	Rate	on First Contact	Yield	Yield	Yield	
Business Entity	94.00%	0.13%	69.43%	100.00%	100.00%	95.53%	
Business Entity	97.00%	1.00%	92.00%	88.00%	100.00%	97.00%	
Business Entity	99.30%	0.30%	80.70%	100.00%	100.00%	98.70%	
Business Entity	100.00%	0.65%	70.09%	100.00%	100.00%	98.67%	
Business Entity	99.85%	0.00%	69.30%	96.59%	97.65%	98.44%	
Business Entity	93.60%	1.00%	69.20%	99.50%	96.00%	92.00%	
Business Entity	87.50%	2.10%	79.20%	100.00%	84.30%	95.60%	
Business Entity	99.00%	0.60%	64.00%	98.70%	99.00%	93.00%	
Business Entity	99.00%	0.46%	64.37%	100.00%	94.44%	97.53%	
Business Entity	81.00%	6.00%	81.00%	100.00%	95.00%	87.00%	

Fig. 67